



# Access and retrieve computer-based data



D1.HRS.CL1.01

D1.HOT.CL1.06

D2.TCC.CL1.10



Trainee Manual





# **Access and retrieve computer-based data**

**D1.HRS.CL1.01**

**D1.HOT.CL1.06**

**D2.TCC.CL1.10**

**Trainee Manual**



William  
**Angliss**  
Institute

Specialist centre  
for foods, tourism  
& hospitality

## Project Base

William Angliss Institute of TAFE  
555 La Trobe Street  
Melbourne 3000 Victoria  
Telephone: (03) 9606 2111  
Facsimile: (03) 9670 1330

## Acknowledgements

Project Director: Wayne Crosbie  
Chief Writer: Alan Hickman  
Subject Writer: Garry Collins  
Project Manager/Editor: Alan Maguire  
DTP/Production: Daniel Chee, Mai Vu, Jirayu Thangcharoensamut

The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam.

The ASEAN Secretariat is based in Jakarta, Indonesia.

General Information on ASEAN appears online at the ASEAN Website: [www.asean.org](http://www.asean.org).

All text is produced by William Angliss Institute of TAFE for the ASEAN Project on "Toolbox Development for Priority Tourism Labour Division".

This publication is supported by Australian Aid through the ASEAN-Australia Development Cooperation Program Phase II (AADCP II).

Copyright: Association of Southeast Asian Nations (ASEAN) 2012.

All rights reserved.

## Disclaimer

Every effort has been made to ensure that this publication is free from errors or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this book. ASEAN Secretariat and William Angliss Institute of TAFE are not responsible for any injury, loss or damage as a result of material included or omitted from this course. Information in this module is current at the time of publication. Time of publication is indicated in the date stamp at the bottom of each page.

Some images appearing in this resource have been purchased from various stock photography suppliers and other third party copyright owners and as such are non-transferable and non-exclusive.

Additional images have been sourced from Flickr and are used under:

<http://creativecommons.org/licenses/by/2.0/deed.en>

<http://www.sxc.hu/>

File name: TM\_Access\_retrieve\_computer\_based\_data\_310812.docx

## Table of Contents

Introduction to trainee manual.....	1
Unit descriptor .....	3
Assessment matrix .....	5
Glossary .....	7
Element 1: Open file.....	9
Element 2: Access computer-based data .....	17
Element 3: Retrieve computer-based data.....	41
Presentation of written work .....	49
Recommended reading .....	51
Trainee evaluation sheet .....	53



# Introduction to trainee manual

## To the Trainee

Congratulations on joining this course. This Trainee Manual is one part of a 'toolbox' which is a resource provided to trainees, trainers and assessors to help you become competent in various areas of your work.

The 'toolbox' consists of three elements:

- A Trainee Manual for you to read and study at home or in class
- A Trainer Guide with Power Point slides to help your Trainer explain the content of the training material and provide class activities to help with practice
- An Assessment Manual which provides your Assessor with oral and written questions and other assessment tasks to establish whether or not you have achieved competency.

The first thing you may notice is that this training program and the information you find in the Trainee Manual seems different to the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency based training (CBT) and Competency based assessment (CBA). CBT and CBA is the training and assessment system chosen by ASEAN (Association of South-East Asian Nations) to train people to work in the tourism and hospitality industry throughout all the ASEAN member states.

What is the CBT and CBA system and why has it been adopted by ASEAN?

CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognise the ones the trainee already possesses) to achieve the required competency standard. ASEAN has adopted the CBT/CBA training system as it is able to produce the type of worker that industry is looking for and this therefore increases trainees chances of obtaining employment.

CBA involves collecting evidence and making a judgement of the extent to which a worker can perform his/her duties at the required competency standard. Where a trainee can already demonstrate a degree of competency, either due to prior training or work experience, a process of 'Recognition of Prior Learning' (RPL) is available to trainees to recognise this. Please speak to your trainer about RPL if you think this applies to you.

What is a competency standard?

Competency standards are descriptions of the skills and knowledge required to perform a task or activity at the level of a required standard.

242 competency standards for the tourism and hospitality industries throughout the ASEAN region have been developed to cover all the knowledge, skills and attitudes required to work in the following occupational areas:

- Housekeeping
- Food Production
- Food and Beverage Service

- Front Office
- Travel Agencies
- Tour Operations.

All of these competency standards are available for you to look at. In fact you will find a summary of each one at the beginning of each Trainee Manual under the heading 'Unit Descriptor'. The unit descriptor describes the content of the unit you will be studying in the Trainee Manual and provides a table of contents which are divided up into 'Elements' and 'Performance Criteria'. An element is a description of one aspect of what has to be achieved in the workplace. The 'Performance Criteria' below each element details the level of performance that needs to be demonstrated to be declared competent.

There are other components of the competency standard:

- *Unit Title*: statement about what is to be done in the workplace
- *Unit Number*: unique number identifying the particular competency
- *Nominal hours*: number of classroom or practical hours usually needed to complete the competency. We call them 'nominal' hours because they can vary e.g. sometimes it will take an individual less time to complete a unit of competency because he/she has prior knowledge or work experience in that area.

The final heading you will see before you start reading the Trainee Manual is the 'Assessment Matrix'. Competency based assessment requires trainees to be assessed in at least 2 – 3 different ways, one of which must be practical. This section outlines three ways assessment can be carried out and includes work projects, written questions and oral questions. The matrix is designed to show you which performance criteria will be assessed and how they will be assessed. Your trainer and/or assessor may also use other assessment methods including 'Observation Checklist' and 'Third Party Statement'. An observation checklist is a way of recording how you perform at work and a third party statement is a statement by a supervisor or employer about the degree of competence they believe you have achieved. This can be based on observing your workplace performance, inspecting your work or gaining feedback from fellow workers.

Your trainer and/or assessor may use other methods to assess you such as:

- Journals
- Oral presentations
- Role plays
- Log books
- Group projects
- Practical demonstrations.

Remember your trainer is there to help you succeed and become competent. Please feel free to ask him or her for more explanation of what you have just read and of what is expected from you and best wishes for your future studies and future career in tourism and hospitality.



# Unit descriptor

## Access and retrieve computer-based data

This unit deals with the skills and knowledge required to Access and retrieve computer-based data in a range of settings within the hotel and travel industries workplace context.

### Unit Code:

D1.HRS.CL1.01  
D1.HOT.CL1.06  
D2.TCC.CL1.10

### Nominal Hours:

25 hours

## Element 1: Open file

### Performance Criteria

- 1.1 Turn on/access computer system correctly
- 1.2 Select or load appropriate software
- 1.3 Identify and open correct file

## Element 2: Access computer-based data

### Performance Criteria

- 2.1 Use computer features to access a range of data or information
- 2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques
- 2.3 Access data stored on a variety of data storage mediums, private computer networks and the Internet
- 2.4 Use searches and queries to find desired Information

## Element 3: Retrieve computer-based data

### Performance Criteria

- 3.1 Locate data to be retrieved
- 3.2 Check that data meets requirements
- 3.3 Print or transfer file to data storage medium as required



# Assessment matrix

## Showing mapping of Performance Criteria against Work Projects, Written Questions and Oral Questions

		Work Projects	Written Questions	Oral Questions
<b>Element 1: Open file</b>				
1.1	Turn on/access computer system correctly	3.1, 3.2, 3.3	1, 2	1
1.2	Select or load appropriate software	1.1, 1.2, 1.3, 3.1, 3.2	12, 13	2
1.3	Identify and open correct file	3.1, 3.2	3, 5, 6	3
<b>Element 2: Access computer-based data</b>				
2.1	Use computer features to access a range of data or information	3.1, 3.2	3	4
2.2	Retrieve data using prescribed systems, sequences and appropriate keyboard techniques	3.1, 3.2	1, 2	5
2.3	Access data stored on a variety of data storage mediums, private computer networks and the Internet	3.1, 3.2	13, 16	6
2.4	Use searches and queries to find desired Information	3.3	4, 8, 9, 15	7
<b>Element 3: Retrieve computer-based data</b>				
3.1	Locate data to be retrieved	3.1	8, 9, 10, 15	8
3.2	Check that data meets requirements	3.1	11, 14	9
3.3	Print or transfer file to data storage medium as required	3.1, 3.2, 3.3	7	10



# Glossary

Term	Explanation
<b>Data</b>	Facts and figures collected for later analysis
<b>Information</b>	Data presented in a fashion that aids decision making
<b>Hard disk</b>	Disk that is usually fixed within the computer for permanent storage
<b>Operating System</b>	First program loaded that controls all other programs
<b>Query</b>	Process of selecting which data is to be included or excluded from a report
<b>Filter</b>	Hides rows or records that do not meet specific criteria
<b>Log-on</b>	Process of validating access to a computer system
<b>Software</b>	Programs that allow the computer to perform a specific range of tasks
<b>Spreadsheet</b>	Program in which data is arranged in cells
<b>Access</b>	A database management system produced by Microsoft
<b>Database</b>	A structured set of data
<b>Load</b>	The process of copying software from a storage medium into the operating area of the computer
<b>File</b>	This is a set of related data that is stored as a group on permanent storage.
<b>Copy</b>	Duplicate data or a file into another location
<b>Cut</b>	Move a file or data from one location to another
<b>Paste</b>	Process of duplicating a file or data at the new location
<b>Removable storage</b>	A storage medium that can be easily removed from one computer and attached to another

Term	Explanation
<b>CD ROM</b>	A disk that is supplied with data and cannot be changed. The data is read by light reflection
<b>Portable hard disk</b>	A hard disk in a container that can be easily connected to a computer
<b>Folder</b>	A group of files that are stored as a separate area on a disk
<b>Retrieve a file</b>	Load a file into the memory of the computer for editing
<b>Short-Cut Keys</b>	Key combinations that provide fast access to software commands
<b>Extension</b>	Characters after the last full stop in a file name to indicate the originating program that created the file
<b>Save</b>	Copies the memory of the computer on to a permanent storage device
<b>Sort</b>	Arrange data in a particular order or sequence
<b>Quick Sort</b>	Process of sorting using limited criteria
<b>Wizard</b>	Process that automates a computer process
<b>Network Drive</b>	A disk that is attached to another computer within a network
<b>Exit</b>	Process of closing a program
<b>Print</b>	Process of producing output
<b>Spreadsheet: Cell</b>	Area on a spreadsheet where columns meet rows
<b>Dialogue box</b>	Form that seeks instructions from a user
<b>Password</b>	A set of characters used to prove the identity of a person
<b>Log-in Name</b>	Name that is registered by the system as a person with approved access

# Element 1: Open file

## 1.1 Turn on/access computer system correctly

### Introduction



The computer system has a computer and a screen. Each will have an on button and you will usually need to turn on both to be able to access the computer. The on button for the computer is usually on the front. If the lights on the box are on it means that the computer is operating. If there are no lights on the computer push the on button and various lights on the computer should show.

Locate the on button on the screen; it is usually located on the front. A light beside the button will light up and the image will appear on the screen. If the lights are off then push the on button.

The computer will start or boot and it will perform a self-test to check that all of the parts of the computer are functioning.

The computer will then load the operating system. This is the first program that is loaded and it works with the other programs that we are going to load to show the image on the screen, save files, print, and other functions.

### Log-On Screen

When the computer has completed its testing you will be presented with a log-in screen which will ask for a username and a password.

The username will be unique and issued by your employer and will usually conform to a set of business rules to ensure there is consistency within the business. Common patterns are surname and the first letter of a given name e.g. 'wilsong', or with the given name first, 'gwilson'. Usernames are usually case insensitive so that 'WILSONG' is the same as 'wilsong' If you have your username please enter it now.

Your password will follow a set of rules determined by the business. Passwords are case sensitive and can include most of the characters from the keyboard, including such as "!,@#\$%^&(). Your first password is provided by the system administrator and you can change the password to meet the criteria set by the business. If you have your password, please enter it now and click on the OK button.

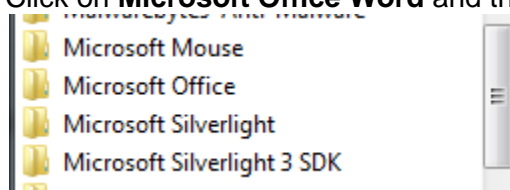
## 1.2 Select or load appropriate software

### Files

Each program creates a file so the data can be recalled and edited as needed. Each program stores the data of the file in a different method or location in the file. For example a word file will store the language of the file within the file but a different program will store the same data but in a different place within the file. It is therefore important to know which program created the file.

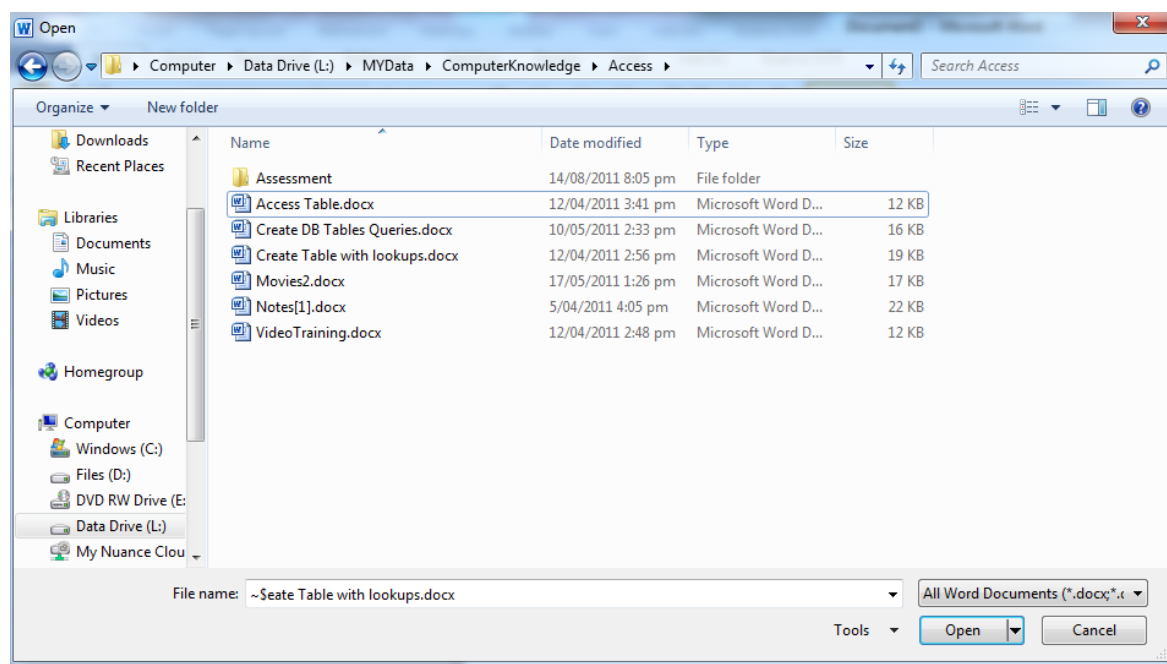
Click on **Start** and then click on **All Programs**. Find the **Microsoft® Office** group.

Click on **Microsoft Office Word** and this will launch Word.



To be able to edit a file it must be loaded into Word.

Click **File>Open** and the **Open Dialogue** box will appear.



Click on the file that is required and it will open in Word for editing in the corner of the dialogue box that filters the type of files that are shown.

Close Word by selecting **File** and then **Exit Word**.





As an alternative to the **File>Open** approach there are two other options. One of these is the use of a shortcut key. Rather than use the mouse by simultaneously pressing a combination of keys the same result can be achieved. The keys for Open File are **Ctrl-O**. This key combination works in many of the Office suite of programs.

Other keys are:

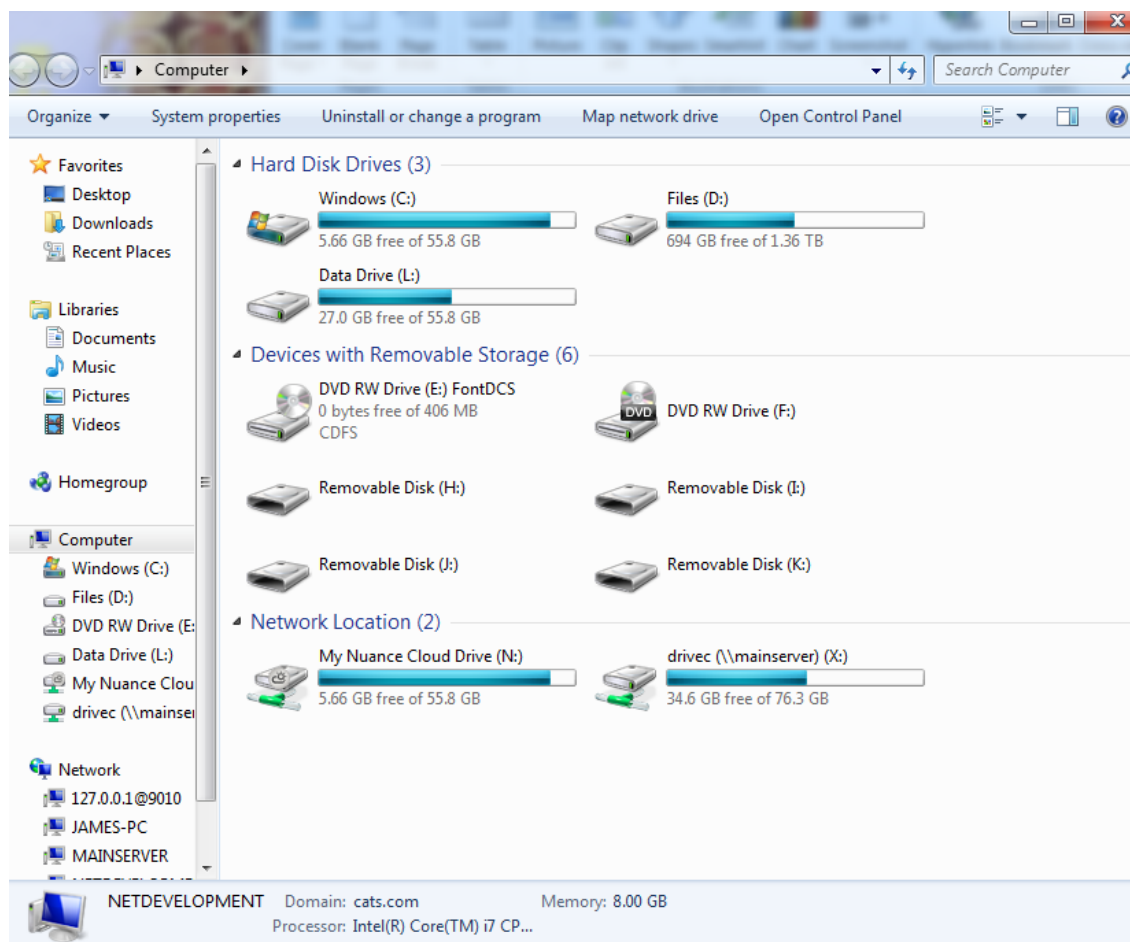
Short-Cut Keys	Function
Ctrl-C	Copy
Ctrl-X	Cut (more from one location to another)
Ctrl-V	Paste
Ctrl-F	Find
Ctrl-W	Close
Ctrl-Z	Undo
Ctrl-D	Font
Ctrl-B	Bold text
Ctrl-R	Justify-Right
Ctrl-E	Justify-Centre
Ctrl-N	New Document
Ctrl-S	Save

## 1.3 Identify and open correct file

### Finding a File

An alternate approach to opening a file is to locate the file and open it directly, rather than using the creating program.

Click **Start** and then click **Computer**.



### Computer

Files can be stored on various mediums. In the graphic you can see there are several drives, all with a letter and a colon ":".

Click **Start** and then **Computer** to open Computer or Windows Explorer. By clicking you can navigate to the folder that stores the required file.

### Storage Medium

Storage devices are given with letter name and a colon, for example, A:, B:, C:, D:, E: up to drive Z:. There are three types of storage: fixed, removable, and network. The fixed storage remains in the computer and cannot be easily removed. It contains the programs that are used to edit and change data and also store the data and is usually called drive C:.

## Compact Disk



The digital video disk (DVD) is read or writable (RW) or compact disk (CD). RW is a laser disk where the contents are read by focusing a beam of light on the disk, the laser, and reading the contents. In most cases it is able to be saved on the disk. Some CDs are read only memory, (ROM) where the disks are supplied with the files on the disk and they cannot be changed. CD ROMs are the most popular method of distributing programs to install on a computer.

## Memory Sticks

These are small drives that connect to modern computers via the Universal Serial Bus (USB). As well as storage devices other hardware such as mice, printers, monitors, scanners and keyboards can be connected using this connection method.



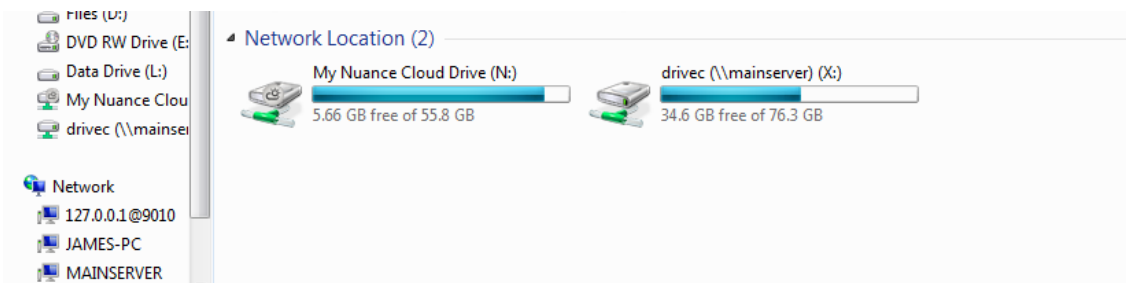
## Portable Hard Disk



These are the same disks that are fixed in the computer, but these ones are the portable model. The larger disks have their own power supply and they can be connected via the USB and allow transfer speeds similar to those fixed in the computer. Portable hard disks are often used as a backup medium where the important data files are copied from the hard disk and stored on the portable disks should a fault develop in the computer damaging the hard disk and affecting the quality of the data stored.

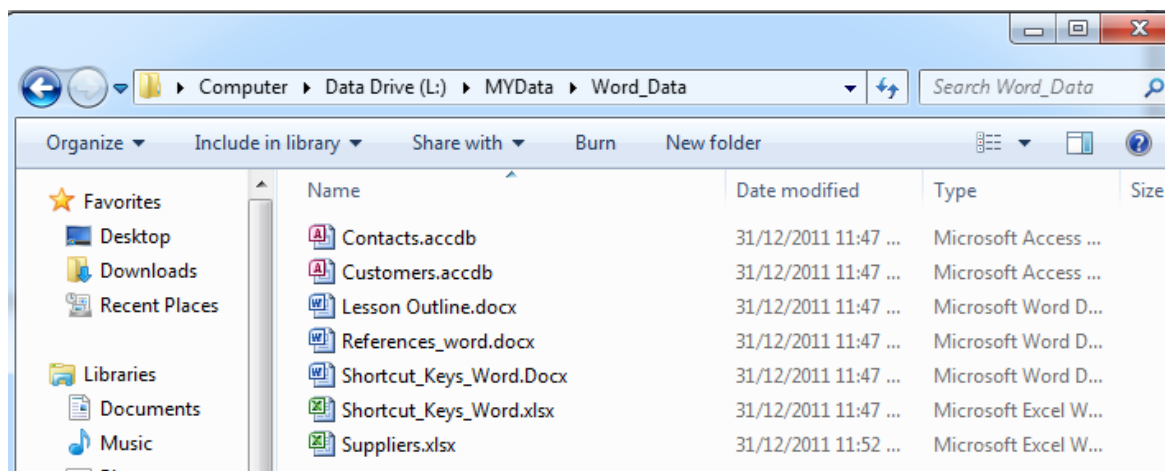
## Network Drives




These are storage drives that are connected to other computers in a network. Users on the network can save their files onto the drive. This approach is often used where all users save their files to a common location and this is backed up. It is much simpler to copy the files from one common place instead of copying the files from individual computers.



## Accessing the drive

Double-click on the drive and click on the folders to locate the file that is needed.



You can see there are various files and each has an icon which indicates the program that created the file. The red A type icon  has an extension of accdb and this indicates the file was created with Microsoft® Access®, the xlsx and  indicates an Excel file and the docx and  indicates a Word file.

When you have found the file simply double click on the file and Windows will take over. It uses the extension to pick the program to open the file and then starts that program and the program then opens the file.

## Other extensions and the owner programs

Program	Extension
Acrobat Writer or Reader	pdf
PowerPoint	ppt
Adobe Photoshop	psd
Adobe Flash	flv
WinRar	rar
Pkzip	zip
Outlook	pst

---

## Work Projects

It is a requirement of this Unit that you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

- 1.1 Open Word. Close Word
- 1.2. Open Excel. Close Excel.
- 1.3. Open Access. Close Access.

Verify that your instructor has seen these.

---

## Summary

### Open file

- Required to authenticate that a person is a valid user of the system
- Programs as accessed from the Start Menu and the All Programs
- Files can be saved to portable media to be transported to another computer
- File extensions determine which program will be used to open the file
- Network drives are connected to other computers in the network.

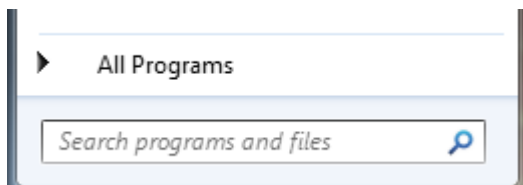
# Element 2:

## Access computer-based data

### 2.1 Use computer features to access a range of data or information

#### File Search

If you know the name of the file, or part of it, and you are not sure where the file is located on the disk you can search for the file. Click **Start** and the **Search Box** will appear.



Enter the name of a file and Windows will search the disk and show a list of all files that match the criteria. When you have found the file click on the file and the parent application will load and open the file for viewing or editing.

#### Searching From Computer

Click **Start>Computer**. In the top corner is the search box. You can enter the name of the file or the partial name and Windows will search for the file. Once you have found the file, double click and the program will launch and open the file for editing or searching.

#### File Name Conventions

Most businesses have filename conventions to help and assist people to find files that have been created by other people. Under Windows a filename can be a maximum of 256 characters and may include most characters from the keyboard with the exception of the following: / \ \* ? % \* : | ; " < > and the last '.' which identifies the start of the extension.

A filename should be descriptive of the contents. Some businesses do not allow the use of space in the filename and instead use \_, such as 'Sales\_July'. It may be required that the version of the file be included in the filename, such as Sales\_July\_Ver\_2-3. You should check with your organisation as to their rules.

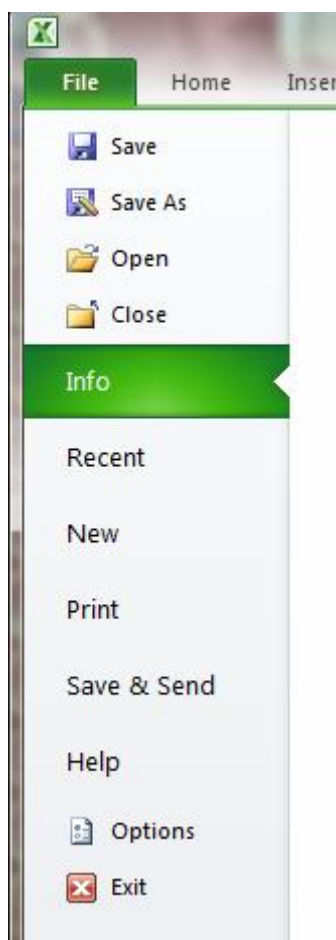
#### Folders

Files are generally stored in folders or sub-directories. This is an area that users can create to store files to assist in locating them. Folder names follow the same rules as for filenames. Folders can hold files or other folders to allow files to be stored in a meaningful and useful manner.

## 2.2 Retrieve data using prescribed systems, sequences and appropriate keyboard techniques

There are two different techniques that can be used to open a file. The first as you have seen is to use search or the Computer icon to locate and open the file.

If you have the program open there are methods from within each program to open a file. In most Windows programs the open option is located under the file menu. This is the File menu from Excel and shows the Open option.



The shortcut key is **Ctrl-O**.

This is the Open dialogue box. It will show a list of files in the default location as set up by the System Administrator. On the left are links to other places where the required files may be stored. The drop down list box shows the levels of the disk or storage media. By dropping down these you can move across the disk or onto other disks.



## 2.3 Access data stored on a variety of data storage mediums, private computer networks and the Internet

You will have a disk or similar with files. Use **Start>Computer** or **Ctrl-O** and start the computer option. Navigate to the files and find file Personal\_Computers.docx.

## 2.4 Use searches and queries to find desired Information

Each program has methods and approaches to find data or information within a file.

### Word

Now Personal\_Computers.docx. has been opened, click on the Home tab if it is not visible and then on the Find button and a panel will appear on the side of the screen. The search criteria is entered at the top and Word will show a section of the text. If you click on the section Word will move the cursor to that section.

Search for “Gates” and one occurrence will appear.

Search for “Software” and four occurrences will appear, including an occurrence in the footnote.

### Class Exercise

Search for each of the following and note the number of occurrences:

- Apple
- IBM
- Personal.



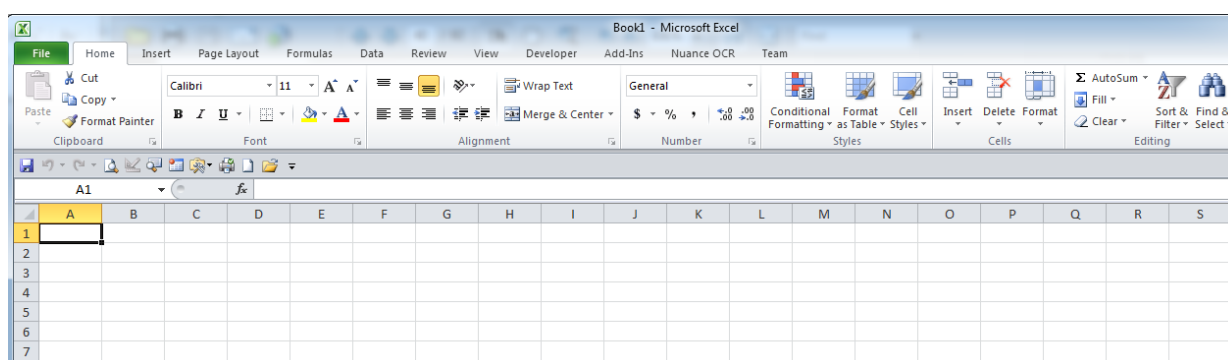
## Excel

Another of the office suite of programs is Excel. This is a spreadsheet program, and this type of program collects the data that has been entered and produces information from the data. This may be information such as:

- Customer details
- Sales History
- Inventory Lists
- Asset details.

Click **Start** and then click **All Programs**.

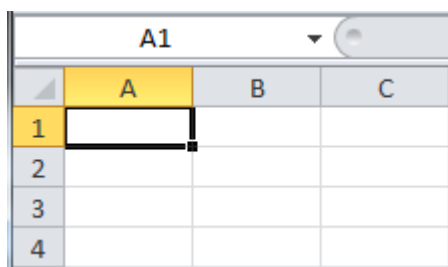
Scroll to the Microsoft Office group and then click on Microsoft Excel.



## Go To

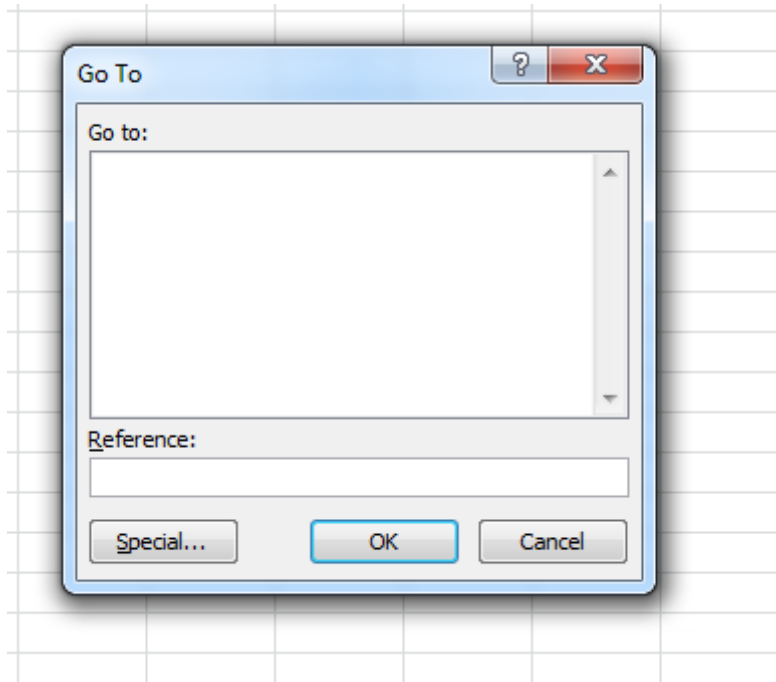
As well as the cursor movement keys there are quick methods to move to a cell. It is easy to go to a particular cell.

Click on different cells and you will notice the Name Box shows the current address of the clicked cell.



You can use the Name Box to go to a particular cell. Simply enter the destination cell in the box, click Enter and cursor will move to the cell.

There is also a short-cut key option, **Ctrl-G**. Click the keys and the box will pop up.



In the reference enter Z2500 and click OK and the cursor will appear in the cell.

## Exercise

Use the Go to method to move the cursor to cells:

- AA3000
- A1048576
- XFD1
- A1.



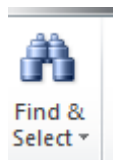
## Home

The home cell is A1. Excel has a fast option to move to that cell which is **Ctrl-Home**. Use the **Go To** procedure to move the cursor to cell Z500. Hold the **Ctrl** key and press the **Home** key and the cursor will be in cell A1.

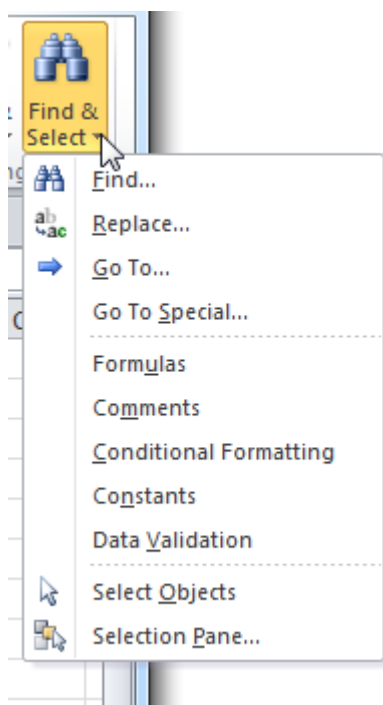
## Find

Find will search cells for particular contents. You can look for a partial match, entire cell, and even match the case of the cell.

Click on the **Home** tab of the ribbon and then on the **Find and Select** option.

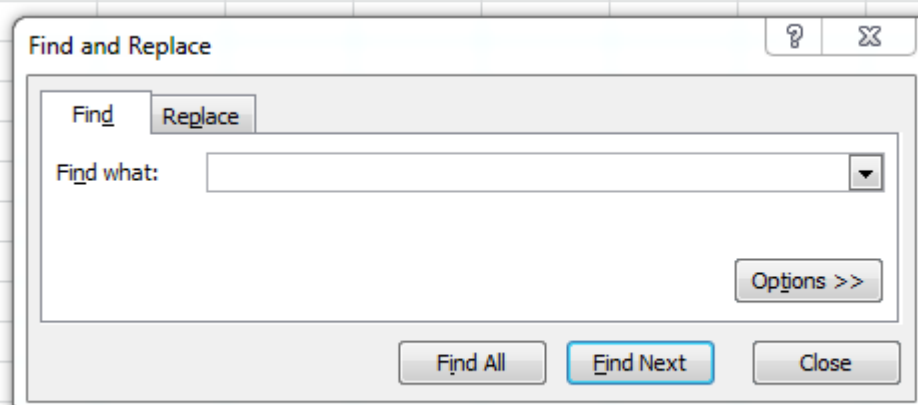


You will be presented with a drop list. Click **Find**.



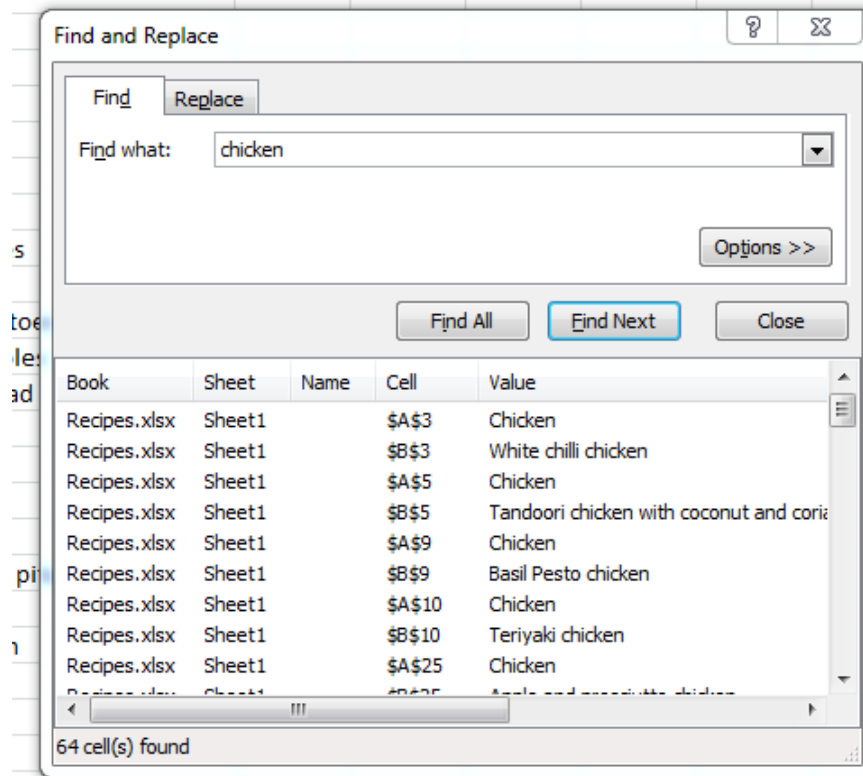
The Find and Replace dialogue box will appear. Find will locate cells and Replace will allow you to replace the contents of a cell with an alternative.

The shortcut key is **Ctrl-F**.



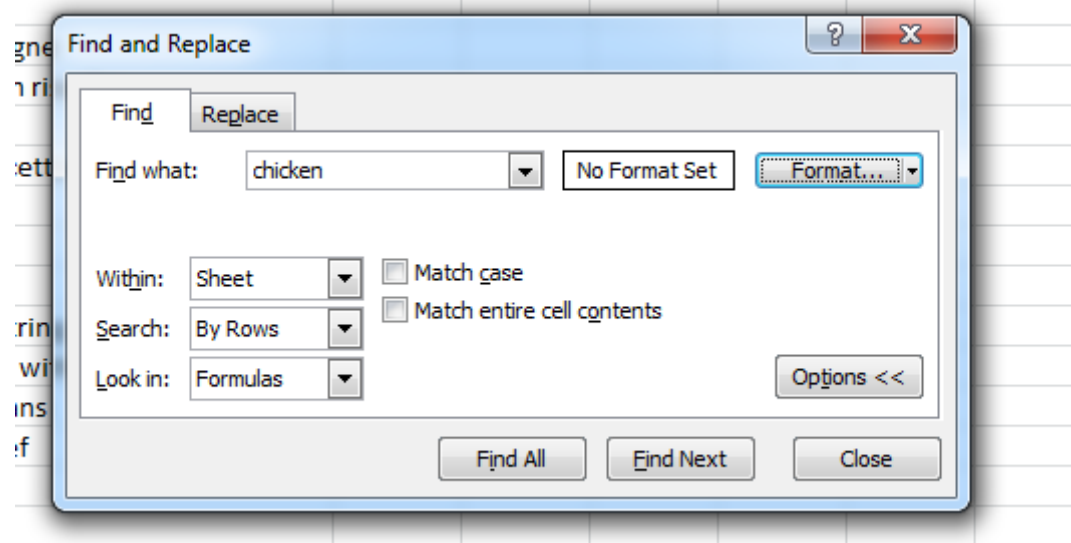
Enter chicken in the dialogue box and click **Find Next**. Excel will search the cells until it finds a cell with the contents as you specified. Click **Find Next** and the cursor will move to the cell that matches the search criteria.

Click **Close** on the dialogue box and use **Ctrl-Home** to move to the cell A1. Use **Ctrl-F** to open the Find dialogue box again. Enter the same criteria again, but this time click **Find All**.



The dialogue box will show the cells that match the search criteria. You can click on any of these and the cursor will move to the selected cell. Notice that Excel has found all the cells that contain the word chicken, regardless of the location of the word in the cell.

The spreadsheet has the main ingredient in a cell. In some cases the dish name does not provide any indication as to the ingredients, e.g. 'Aussie Burger', or it may be in another language, e.g. 'Arroz con pollo' which is Spanish. With the main ingredient in a cell all the dishes can be retrieved that have the ingredient. Duplications can be eliminated by setting the search criteria. Open the Find and Search again and then click options.



The 'within' option is the “where” and it determines if Excel should search in the sheet or in the entire file or workbook

'Search' determines the “how” and it can be by rows or columns

'Look in' is the “what” and determines if Excel should look in values, formulas, or comments.

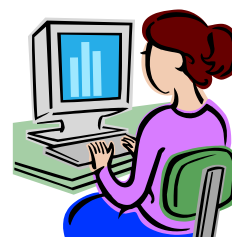
'Match Case' determines if “chicken” matches “Chicken”. If this is ticked the differences in case will eliminate cells from being returned.

'Match entire cell contents' will eliminate cells that do not have “chicken” as the only entry in the cell. As the file has the main ingredient in a cell, by ticking this option cells that have chicken in the name of the dish will be eliminated.

If you click 'Find All' you will be presented with a list of finds and the total number of cells found will show on the dialogue box.

## Exercise

- How many Recipes have chicken?
- How many have prawns
- How many have beef?



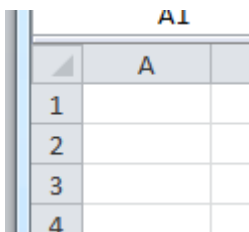
## Sort

When records are added to a database they are usually added in a random order, without any structure or pattern. When running a business a manager will need the records in a particular sequence or order. For example, the postal service offers a discount if the mail is presented grouped by postcode. Also, finding information is easier if the information is presented in a logical pattern.

A sort in Excel reorders all the records in the file and rewrites the file in the specified order. Open the file Clients.xlsx. There is an ID which is a unique number which is allocated by the computer to ensure there is a unique identifier for each client. There may be clients with the same surname, address and they may even share a telephone, but each client will have a different ID.

There is also a header row which is the name of the column or field which indicates the relevance of the data in the column. It would be useful for management to view the file in a particular order. To do this the sheet will need to be sorted and the first key is to be the alphabetical sort on the surname.

Click the point where the columns meet the rows and this will select the entire worksheet.



Click the data tab and the sort button will be visible. Click the sort button and a dialogue box will appear. Notice that the option, 'My data has a header row', has been ticked. This indicates to Excel that the top row is a header row and is not to be included in the sort, but all the rows under the header are to be included in the sort. Excel needs to know the criteria that will form the basis for the sort.

'Sort By' determines which column will be used to sort.

'Sort On' indicates the criteria on which to sort. The options are the value (what you can see), the cell colour, Font colour, or icon. In some sheets the colour of the cell is used to indicate importance. We will look at this option later.

The order indicates if the order should be smallest to largest (A to Z), or largest to smallest (Z to A).

Options indicate if the cell contents are to be treated as case sensitive.

In the 'sort by select surname', 'sort on select values', and 'order' select smallest to largest. Then click OK and the file will be rewritten in the new order. If this order is to be kept the file must be saved.

You will notice that clients are now listed in surname order and this makes a visual search much faster.

## Class Exercise

- Repeat the process and sort on Suburb
- Repeat the process and sort on Credit Limit
- Repeat the process and sort on Amount Owing.



## Multi-Level Sorts

In some cases a manager may wish to use more than one key as a sort, and this is especially true when there are duplicate entries in the primary sort key. In this table there are several clients with the surname of “Burns” and we need a solution to resolve which of these would be listed first, second, and so on.

Click the corner option to select the area to be sorted, and you notice that the page goes grey to indicate that it has been selected. Click the sort options and a dialogue box appears. Click the same option as before – sort by surname on values in order A to Z.

Now click the Add level button and the same options will appear again. The second level is followed when there is a row with the same value in the primary search key. In the By option select Given and leave the other options as they are – values from A to Z. Click OK.

Those customers with the same surname have been further sorted based on their given name, so Graeme Burns is listed above Joseph who is listed above Karem.


## Class Exercise


- Sort on Amount owing and surname
- Sort on Credit Limit and surname
- Sort using three levels on Amount Owing, Surname and Given name.



## Quick Sort

If a quick sort is required – a sort on one cell – the sort buttons will quickly perform this task. Click on a cell in a column. This will be the primary key. Click the Data tab and then

click  A-Z and Excel will sort the list in ascending order using the selected column as the key.

Click on Surname and click  Z-A and the sheet will change to reflect the new sort criteria.

## Filter

Filtering allows Excel to hide rows that do not meet a specified criteria and to view only the rows that do meet the criteria. This allows the user to concentrate on the relevant information and not be distracted by the irrelevant information.

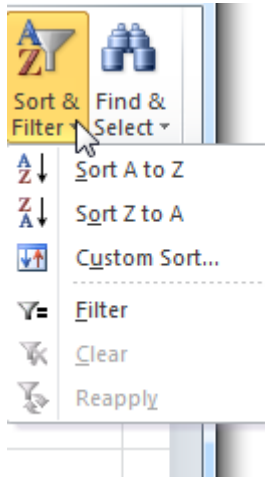
Assume that a chef has been asked to prepare a menu of vegetarian dishes. Any dish with an animal or seafood as an ingredient can be ignored. To assist the chef it would be useful to hide any dish that is not a vegetarian dish, and Excel provides an easy approach to this problem.

Use the Home Shortcut keys of Ctrl-Home and move the cursor to home cell or A1. Then move the cursor to A2. Select and drag the cursor to B2. Then Click the Home Tab (if it is not the active tab) and then the Sort and Filter button.





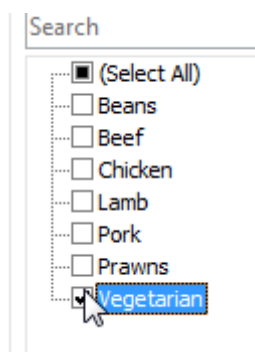
A drop down list will appear:



Click the Filter option and drop down boxes will appear:

Main Ingredient	Dish Name		
Chicken	White chilli chicken		
Pork	Cuban pork with corriander, couscous and green beans		
Chicken	Tandoori chicken with coconut and coriander rice		
Beans	Smokey pork and beans		
Pork	Port primavera salad		
Beans	Homemade baked beans		
Chicken	Basil Pesto chicken		
Chicken	Teriyaki chicken		
Prawns	Tarmasalata with prawns		
Prawns	Chermoula-roasted prawns		
Beef	Asian beef and beer pie		
Pork	Rack of port with cider apples		
Vegetarian	Cranberry ricotta torte		

These boxes can be used to filter what is shown. Click the drop down next to Main Ingredient and unselect the Select All option and then select Vegetarian.



Excel will change the list and only the dishes with Vegetarian as the Main Ingredient will be shown

Main Ingredient	Dish Name
Vegetarian	Cranberry ricotta torte
Vegetarian	Vegetarian pizza
Vegetarian	Easy vegetarian pie
Vegetarian	Vegetarian sandwich loaf
Vegetarian	Vegetarian delight
Vegetarian	Vegetarian harira
Vegetarian	Vegetarian spring rolls
Vegetarian	Vegetarian sandwiches
Vegetarian	Vegetarian pilau
Vegetarian	Cheat's vegetarian lasagne
Vegetarian	Vegetarian dumplings
Vegetarian	Pasta e fagioli
Vegetarian	Curried vegetable burgers
Vegetarian	Spaghetti bean bolognese
Vegetarian	Vegetarian tacos
Vegetarian	Vegetarian lasagne
Vegetarian	Vegetarian chilli
Vegetarian	Gourmet vegetarian pizza
Vegetarian	Vegetarian pad Thai
Vegetarian	Vegetarian enchiladas
Vegetarian	Vegetarian chilli beans
Vegetarian	Vegetarian pizza
Vegetarian	Vegetarian spaghetti
Vegetarian	Vegetarian nachos
Vegetarian	Vegetarian sausages and rice salad
Vegetarian	Easy vegetarian lasagne
Vegetarian	Vegetarian harira
Vegetarian	Vegetarian pastry
Vegetarian	Vegetarian calzones
Vegetarian	Vegetarian biryani
Vegetarian	Turkish pizza (vegetarian)
Vegetarian	Japanese vegetarian hotpot
Vegetarian	Vegetarian fajitas
Vegetarian	Vegetarian platter
Vegetarian	Vegetarian lasagne
Vegetarian	Vegetarian rice pilaf

The drop down box on the Dish Name can be used to sort the vegetarian dishes alphabetically in order or reverse alphabetically. Sort the list alphabetically (Sort A to Z).

We can now see that the same dish name occurs in row 126 and row 136. There is also duplication in row 50 and row 74.

The drop down box in the Dish Name can also be used to filter the results of the filter in column A or the Main Ingredient. Select the drop down list box in the Dish Name cell and unselect Vegetarian Chilli, Vegetarian Pizza, and Vegetarian harira and these will disappear from the list presented. They are still in the excel file, but they are hidden.

Click the Sort and Filter button and unselect the Filter and the worksheet will show the entire contents again.

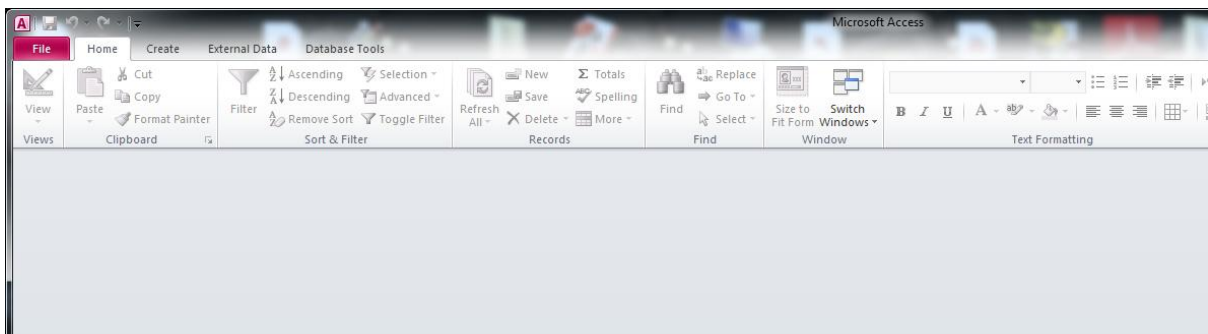
## Exercise

- Filter on the Main Ingredient of Beans
- Sort A to Z. Check for duplicates.
- Clear the Filter.



## Access

Access is a database system. Data is stored in records or rows and is comprised of fields or cells. The presentation of data is similar to Excel, but Access maintains the row as a complete unit. There are two types of Access tables, a flat table and a relational table.

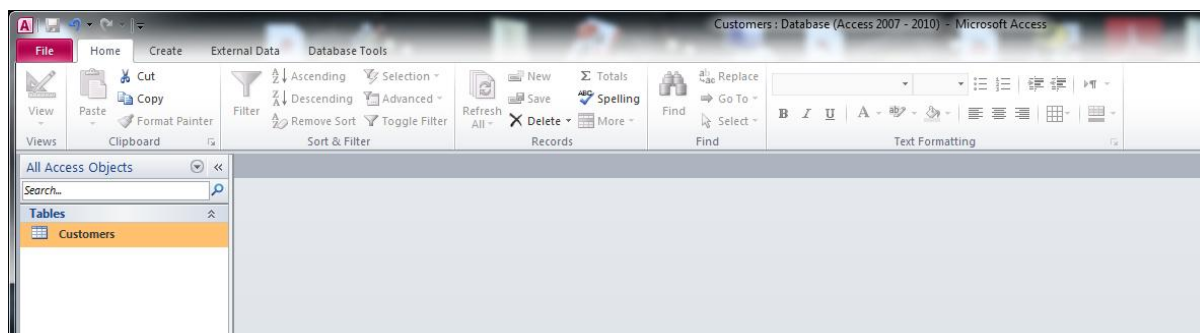


A flat table has the data presented just as Excel, but it has much more sophisticated querying methods. A query is a question for a database that is used to select or reject records. We may ask the database for all customers who have purchased in the last six months. If a customer has purchased in the last six months they would be included in the outcome, if not the customer would be excluded.



Many of the features operate exactly the same as they do in Excel, so the functionality becomes familiar very quickly.

Click File and Open and you will be presented with the open dialogue box that you have seen before. Navigate and open the customer's database.

On the left there is a list of tables, and these are very similar to the worksheets that are found in Excel. Double click on the Customer's table and you will be presented with a look that is very similar to the Excel sheet of customers from the previous lesson.



## Simple Sort

A simple sort can be performed in the same fashion as the quick sort in Excel. Click on the surname of a client, and this will select the sort column. Click on the Home tab to make it visible and you will see the sort and filter buttons. Click  Ascending AZ and the table will change to be sorted on Surname. Click on the ZA  Descending and the table will change again.

Access has an additional function that will remove the sort and restore the table to its original format.

## Class Exercise

- Repeat the process and sort on Suburb
- Repeat the process and sort on Credit Limit
- Repeat the process and sort on Amount Owing.



## Filter

Filter works in a very similar fashion to the Excel. Click Home tab and click Filter. Select a cell in the Suburb column and this will set the filter key. Click the Home tab and the click filter. You will be presented with the options. Unselect All > Select Yarraville> Click Ok and you will be presented with 3 records.

## Toggle Filter

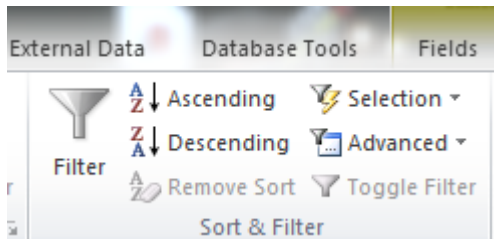
The toggle filter button is a convenient to remove and reapply the last applied filter. Click Toggle filter and all the records will be displayed. Click it again and only the three records that were presented by the last filter will be displayed.

## Class Exercise

- Filter on postcodes that are 3000 or 3333
- Filter on houses with the number <21>
- Filter on Suburb for Melbourne and Carlton.

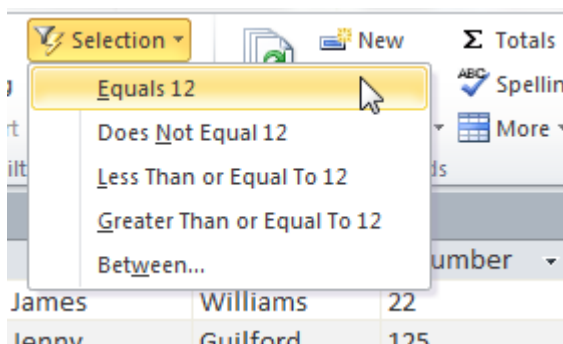
## Selection

The selection option provides more flexibility than the simple filter. The filter requires the user to manually select all the included criteria: the user must select both Melbourne and Carlton for them to appear. Selection provides the ability to select a range and have Access apply the criteria. Select record number 12 in the ID column to make this the selection column or field. Click Selection and a dialogue box will appear. There are a range of options that are created based on the values in the column.



The general options are:

- Equals 12 (because 12 is the contents of the active field)
- Does not equal 12 (because 12 is the contents of the active field)
- Greater than or equal to 12 (because 12 is the contents of the active field)
- Less than or equal to 12 (because 12 is the contents of the active field)
- Between.



## Equals 12

Note there are 32 records in the table and this is shown on the lower left side of the table. Click Equals 12 and the number of records shown will be one.

## Does not equal 12

Click the Toggle Filter then Selection> Does not equal 12 and there will be 31 records shown as there is only one record that does equal 12 and this has been hidden.

Click the selection again and click Equals 12 and only one record will be shown.

Click the Toggle Filter to remove the filter.

## Less than or equal to 12

Click the Toggle Filter then Selection> Less than or equal to 12 and there will be 12 records shown

## Greater than or equal to 12

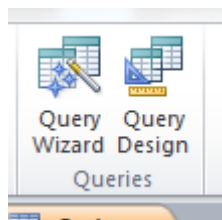
Click the Toggle Filter then Selection> Greater than or equal to 12 and there will be 21 records shown.

## Between

Between is available for numeric fields and it allows the user to select a range of values unrelated to the cell or fields in which the cursor is located. Records will be included if the value falls within the values which you will enter. Click Selection and then click Between. Enter 9 and 21 and there will be 13 records presented.

## Queries

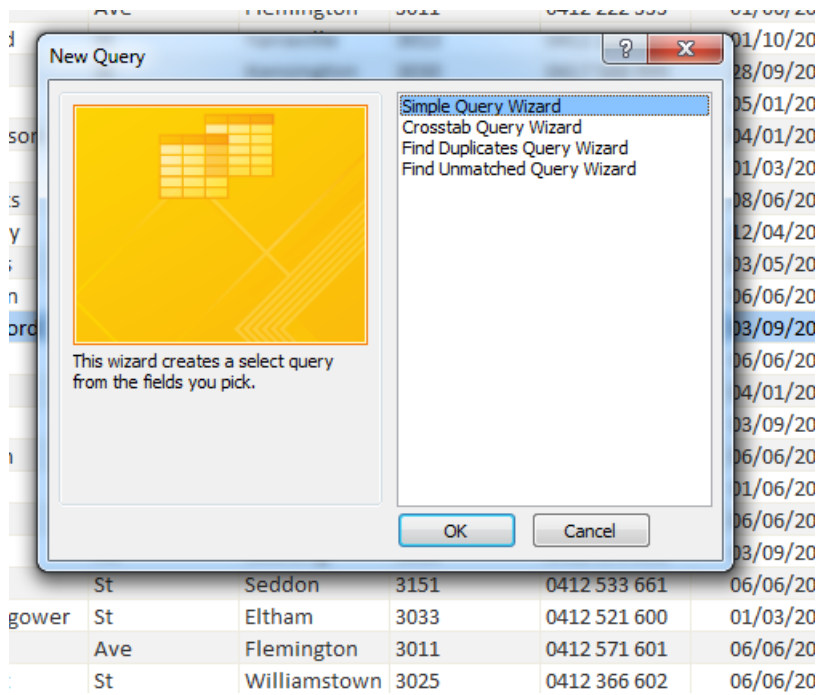
Queries provide a higher level of control over the output by not only allowing greater control of the selection process of which records are to be included but also the fields which are to be included in the report. Consider the customer table. It has data that is confidential and should not be seen by people that do not have a need for the data. Telephone numbers, credit limits, and amount owing is data that should only be viewed by those people with a need for the data. A person wishing to contact a customer over an order may need the telephone number, but they do not need to see the amount owing or the customer's credit limit. By using a query the information visible can be tailored to the needs of the user.



Assume that a mailing list is to be created. What fields are required? The obvious choices are Given Name, Surname, Street, Type, Suburb, and Postcode.

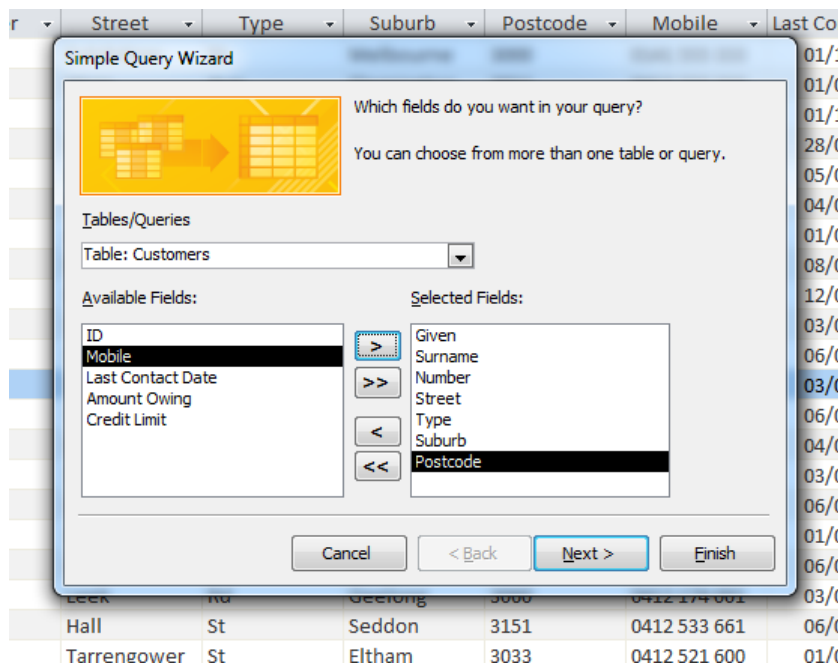
Click on the Create tab.

We can use a wizard or we can manually create the query. We are going to use the wizard for the first query. Click on the Query Wizard and the new query dialogue box is shown. We are after a simple query so select OK.



There is only one table and Access will select that automatically. The fields must be selected. Click 'Given' and the given column will appear in the selected fields box. Repeat for surname, number, street, type, suburb, and postcode. This will show only the information required for a mailout and preserve the confidentiality of the customers.

Click Next.



The next box requires a name. Enter 'qryMailOut'. We do not want to change the design so ensure that 'Open the query to view the information' is ticked. Click Finish.

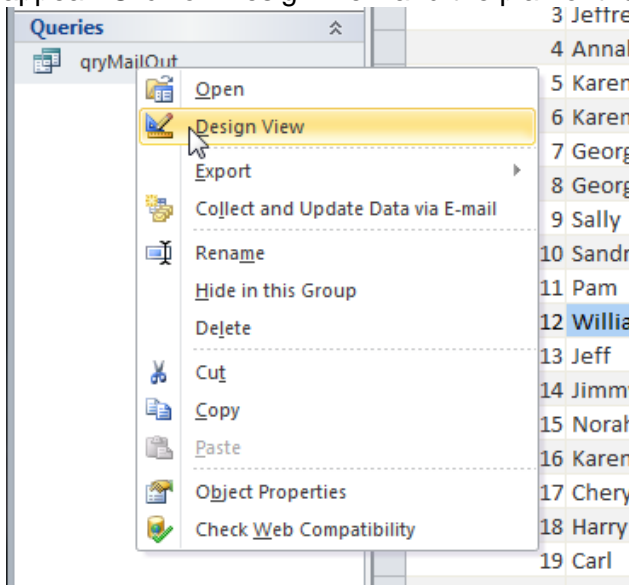
You will now have the results of a query that can be used in Word or Excel to produce mailout labels for a mailout campaign. You will also note that Access has saved the query for later use.

## Editing a Query

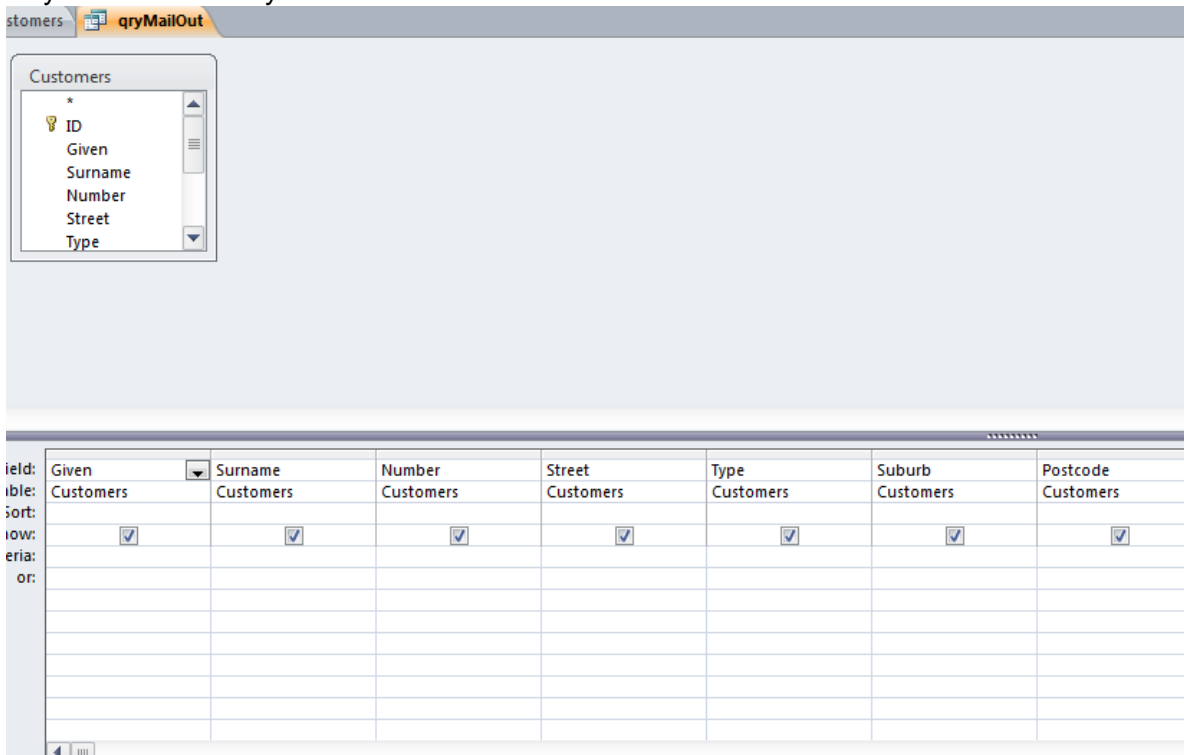
The query that has been created simply presents the data and is not sorted or grouped in any fashion and there are often reasons why data needs to be sorted. As there are discounts for postage if the letters are grouped by postcode, it would be useful to have the mailout in postcode order. As the wizard has done most of the work, it is a simple matter of editing the query to include a sort order.

If the query is open, click **View>Design**.

If the query is not open then put the mouse on the query and right-click and a menu will appear. Click on Design View and the plan of the query will be visible.

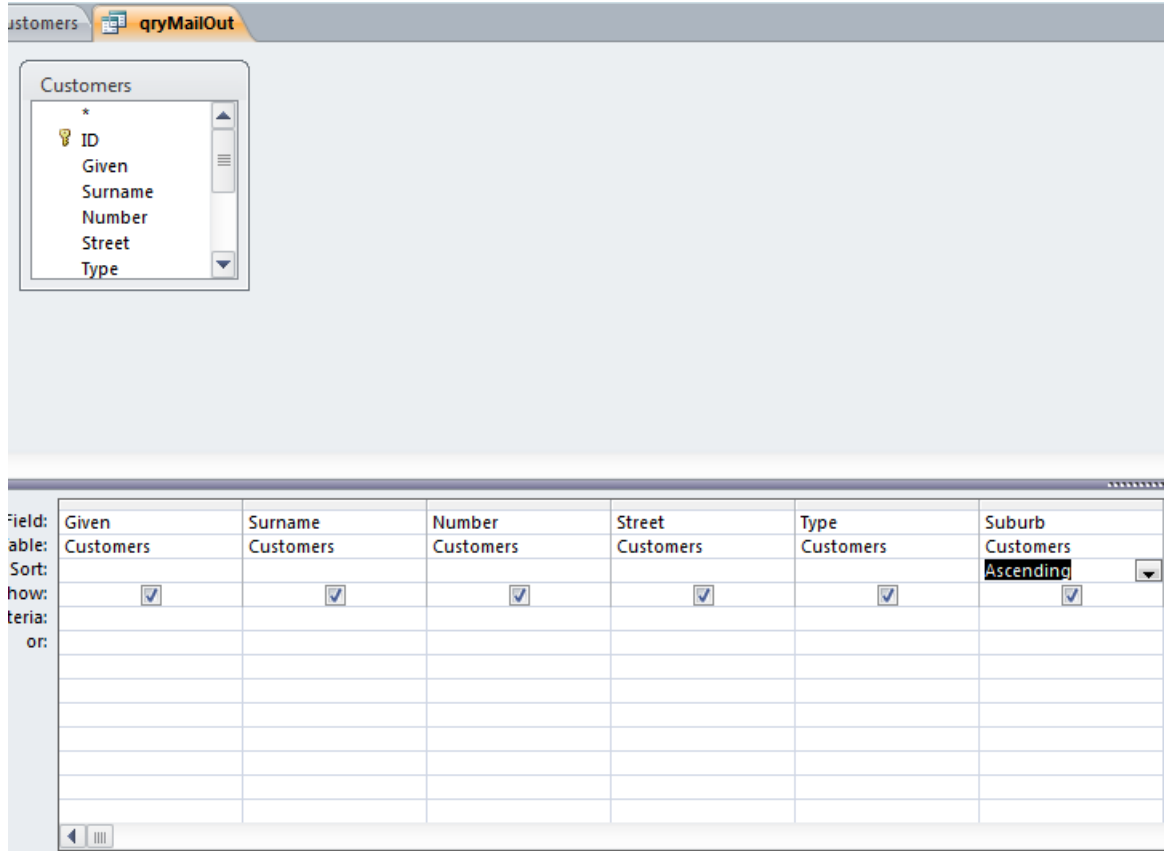


You can see the names of the fields that have been included with each ticked to show they are visible. They all come from the same table.

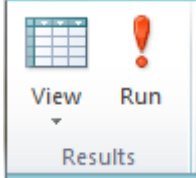




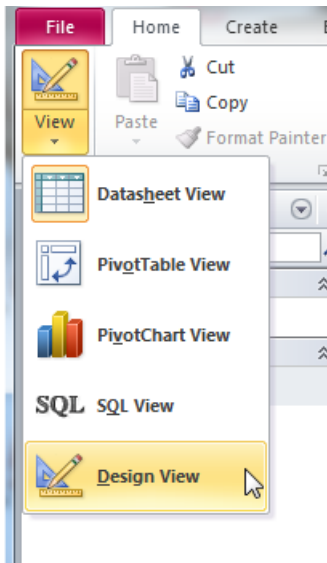
To sort in suburb is simply a matter of clicking on the sort window, dropping box down and clicking on ascending.



Click Run on the menu and the resorted results will be visible.



To open the design mode, click on **View>Design View**.



## Class Exercise

- Click View>Design View and change the sort order to Descending
- Run the query again
- Open the design view and remove the sorting from the suburb
- Sort the query on the postcode, ascending. Run the query.



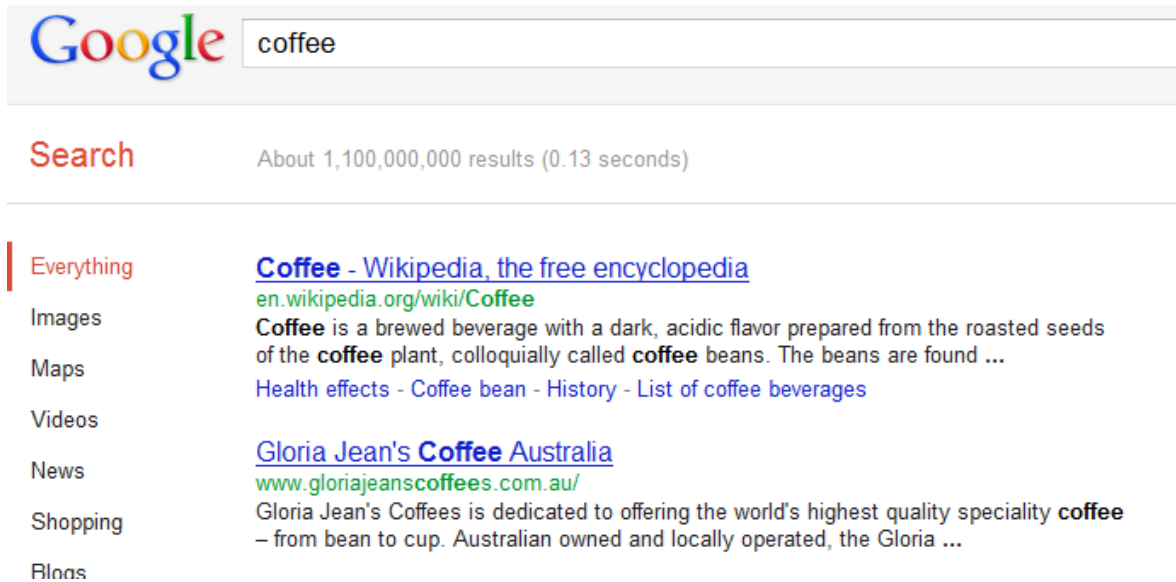
## Class Exercise

- Open the database 'Customers.accdb'
- Write a query to show all details and sorted on last contact date ascending
- Save the query as 'qrydate\_sorted'
- Create a new query to show all details sorted on surname descending
- Save the query as 'qrySurname'.

## Other Types of Programs

### Search Engines

Google® is one of the most popular search engines. Google maintains a database of the contents of the web sites that it has searched and it is from the database that the results are presented. Doing a search for “Coffee” will bring back about 1,100,000,000 in 0.13 seconds.



The screenshot shows a Google search interface. The search bar contains the word "coffee". Below the search bar, it says "Search About 1,100,000,000 results (0.13 seconds)". On the left side, there are navigation options: Everything, Images, Maps, Videos, News, Shopping, and Books. The main results area shows two entries:

- Everything**: [Coffee - Wikipedia, the free encyclopedia](http://en.wikipedia.org/wiki/Coffee)  
en.wikipedia.org/wiki/Coffee  
Coffee is a brewed beverage with a dark, acidic flavor prepared from the roasted seeds of the coffee plant, colloquially called coffee beans. The beans are found ...  
[Health effects - Coffee bean - History - List of coffee beverages](#)
- News**: [Gloria Jean's Coffee Australia](http://www.gloriajeanscoffees.com.au/)  
www.gloriajeanscoffees.com.au/  
Gloria Jean's Coffees is dedicated to offering the world's highest quality speciality coffee – from bean to cup. Australian owned and locally operated, the Gloria ...

There are too many results to be useable and it is often wise to filter or target the search criteria.

The results can be limited to a particular country by clicking on the country option.

Clicking on this option reduces the number to 59,200,000 sites.

**The web**  
Pages from  
Australia

The search criteria can be modified by adding more criteria, such as coffee beans and others. These are “or” criteria: show a page that has coffee or beans. It can be made to have both. Enter in coffee and beans and Google will search for results that have both coffee and beans.

### Class Exercise

Search for:

- Coffee AND cups (coffee cups) and note the number of results
- Coffee OR cups (coffee or cups) and note the number of results.



## More Search Tools

By clicking on More Search Tools you will be presented with filters to filter the less relevant results. These options will filter results that have been updated within the time frame selected and ignore results that have not been updated.

Search for coffee. Now click More Search Tools. From the options select each of these and note the number of results.

- Past hour and
- Past 24 hours
- Past week
- Past month
- Past year
- Custom range and use from May 1 to September 1 of last year.

## Searching a Web Page

It is possible to search for text once the web page has been opened. Click on the Edit menu and then click "Find on this page ...". You will notice that the shortcut key is Ctrl-F, the same as Word and Excel. You will be presented with a dialogue box to enter the search text. As you type Explorer will search the active page and show the number of finds on the page.

## Class Exercise

Start Internet Explorer or the browser on your computer. Enter the URL: [/en.wikipedia.org/wiki/History\\_of\\_coffee](http://en.wikipedia.org/wiki/History_of_coffee).

Use search and note the number of matches for:

- Omar
- Egypt
- Rauwolf
- Vienna
- Australia is a minor coffee.



## Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

### 2.1 Open Test\_Ingredients.xlsx:

- Demonstrate to the instructor as you search for XYZ Wholesale
- Demonstrate to the instructor as you search for "Coriander"

### 2.2. Open Travel.accdb:

- Create a query to sort on Destination in ascending order.

### 2.3. Open the word file TestWord.docx:

- Demonstrate to the instructor as you search for "catering".
-

## Summary

### Access computer-based data

- Find searches for individual records
- Ctrl-F starts the search
- Queries select or reject records for inclusion
- A Sort rewrites an Excel file
- Access queries can be stored and reused
- Filters hide records and data but does not delete them
- Sorts, filters, and queries are used to show the data.

# Element 3: Retrieve computer-based data

## 3.1 Locate data to be retrieved

Using one of the methods previously discussed, locate Personal\_Computers.docx.

## 3.2 Check that data meets requirements

Before opening the file check that the file type meets the requirements.

- Does it have the correct icon?
- Does it have the correct file name?
- Is the date of the file within requirements?

## 3.3 Print or transfer file to data storage medium as required

### Printing from Word

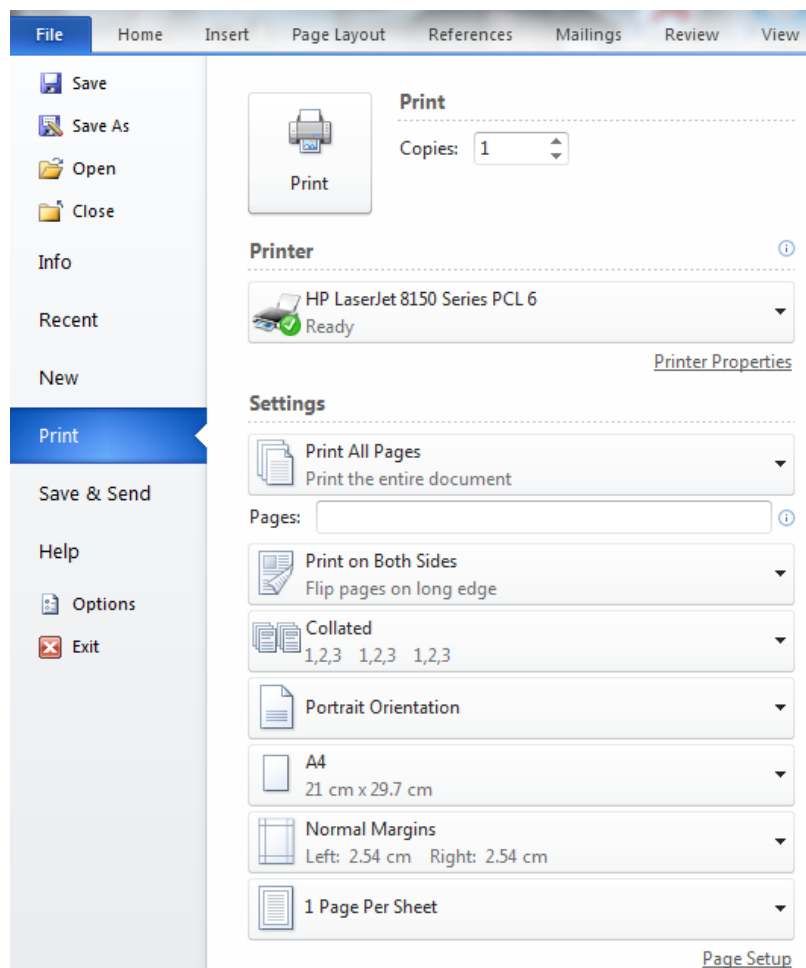
There are three methods that can be used to print from word: the File Menu option, Printer icon, or the shortcut key Ctrl-P.

Open  
Personal\_Computers.docx

Click **File>Print** and the print options page will occur. There is a preview of the current page shown on the right.

The 'copies' box allows you to specify the number of copies.

The printer allows you to change the printer as a business may have different printers for different situations.



Settings allows you to print all pages, the current page as shown on the right, or a custom range of pages, or the document properties. By clicking on the arrows on the lower right side the current page can be changed for the “Print current page” option.

If the selected printer has the capabilities, there will be an option to allow double-sided or duplex printing.

'Collated' applies when there is more than one copy to print and the copy has more than one page. Assume that four copies of a document that has 3 pages and double-sided printing has been selected, which means there will be two pieces of paper with printing on three sides. Collated will print the entire document four times. Uncollated will print four copies of the first page and second page on one piece of paper and then four copies of the last page.

'Orientation' (Portrait or Landscape) determines how the page will be laid out. Portrait has the long edge on the vertical, much like a portrait painting, or this page on the computer screen. Landscape will have the short edge on the vertical and the long edge across, much like a landscape painting.

Margins provide the opportunity to set the beginning and ending position of text on the page from the edge of the paper.

Pages per sheet will print smaller text and images on the page to fit more on the paper.

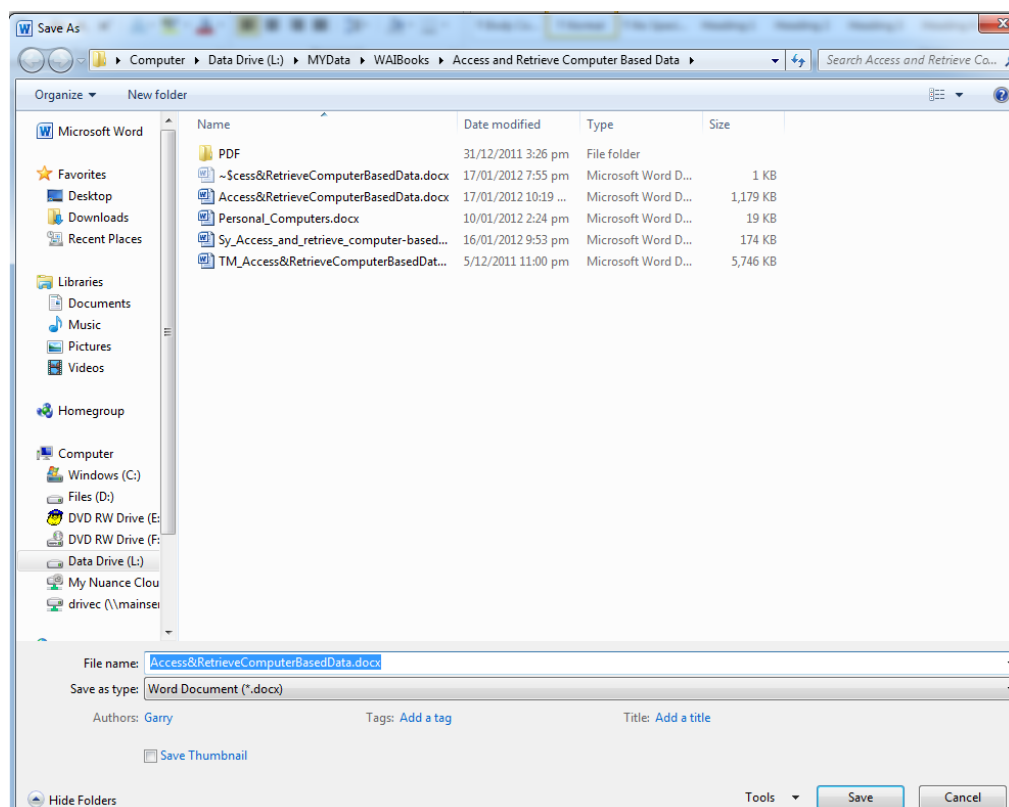
Ensure one copy has been selected and click on the print button to print the page.

Click the Home tab. Select the first paragraph and click on the **File Menu>Print**. The Settings will now have an option to print the selected text. Print the selected text.

## Saving the Document

To save the document with the same name click on the File Menu and then click Save.

To save with a different name click File and then click Save As and the dialogue box will appear.





## Closing the document

Again, by clicking 'File' and 'Close', Excel will close. There is also another option. Just below the Exit button are the options for the spreadsheet.



Click the lower X and Excel will close the spreadsheet.



at the top of the program. This will close the program.

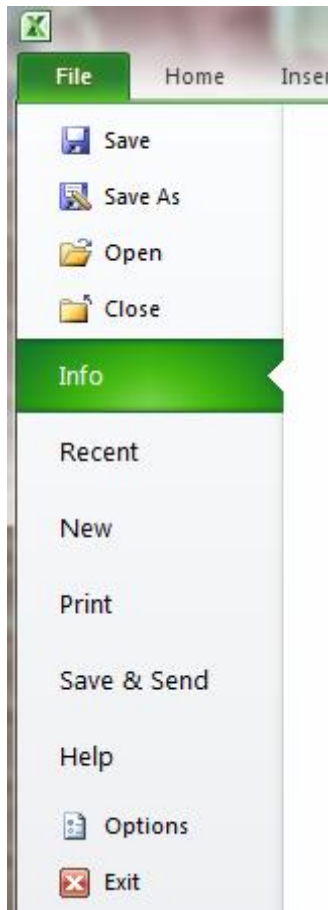
A second approach is to click the File menu and then click Exit, which is the red option.

## Exit the document

In some cases it is necessary to exit the document but not the program. You may want to clear the document and prepare to open a new document.

Again, click the **File** menu and then click **Close**.

## Printing from Excel



Excel does not paginate a document as Word does until printing. It is therefore important to check the page breaks before sending a document to the printer. To determine the page breaks simply open the print options and then click 'Home' and Excel will show where the page breaks will occur. The print preview in the Print Options will allow you to check that the page breaks are appropriate.

Open the file Receipts.xlsx.

Click **File>Print** and then the Home tab.

	B	C	D	E	F	G	H	I	J	K	L
26	Camila	Escobar		56	Wilson	Williamstown	3025	0412 366 552	06/06/2011	\$1,100.00	\$1,000.00
31	Catherine	Gillin		321	Wattle	Braybrook	3412	0412 366 602	06/06/2011	\$5,200.00	\$10,000.00
8	Georgie	Goodgate		63	Roberts	Flemington	3011	0412 741 333	08/06/2011	\$1,200.00	\$2,000.00
11	Pam	Griffiths		96	Hudson	Newtown	3444	0412 578 232	06/06/2011	\$0.00	\$40,000.00
2	Jenny	Guilford		125	Main	Flemington	3011	0412 222 333	01/06/2011	\$12,000.00	\$25,000.00
22	Alex	Harlan		63	Ovens	Flemington	3011	0412 571 601	06/06/2011	\$18,000.00	\$25,000.00
24	Dean	Hunt		333	Kent	Kensington	3030	0412 201 602	04/12/2011	\$7,500.00	\$9,000.00
16	Karen	Jones		56	Gamon	Burnley	3623	0412 215 210	06/06/2011	\$980.00	\$1,000.00
27	Dean	Killen		555	Wales	Eltham	3033	0412 366 702	06/06/2011	\$1,700.00	\$2,000.00
30	Jessica	La		215	Neylon	Abotsford	3023	0412 346 602	04/01/2012	\$6,000.00	\$10,000.00
3	Jeffrey	Lane		26	Second	Yarraville	3013	0412 256 333	01/10/2011	\$15,000.00	\$1,000.00
34	Gath	Mackenzie		142	Lennonx	Yarraville	3013	0412 300 602	03/09/2011	\$2,000.00	\$25,000.00
13	Jeff	Miller		218	Wall	Carlton	3333	0412 784 311	06/06/2011	\$1,250.00	\$2,000.00
4	Annabelle	Pander		36	Pound	Kensington	3030	0417 588 999	28/09/2011	\$20,000.00	\$25,000.00
28	Jessica	Pun		841	Sturt	Hampton	3055	0412 361 602	03/09/2011	\$6,000.00	\$8,000.00
23	Bradley	Robinson		85	Sussex	Williamstown	3025	0412 366 602	06/06/2011	\$900.00	\$1,000.00
9	Sally	Robinson		12	Buckley	Abotsford	3023	0412 968 522	12/04/2011	\$900.00	\$1,000.00
7	George	Seeds		321	Ascot	Eltham	3033	0412 532 956	01/03/2011	\$2,200.00	\$2,000.00
17	Cheryl	Simon		211	Knox	Carlton	3333	0412 320 100	01/06/2011	\$1,690.00	\$2,000.00
21	Graham	Spurr		145	Tarngower	Eltham	3033	0412 521 600	01/03/2011	\$5,000.00	\$10,000.00
14	Jimmy	Toner		88	May	Melbourne	3000	0412 362 300	04/01/2012	\$0.00	\$10,000.00
19	Carl	Weiss		22	Leek	Geelong	3060	0412 174 001	03/09/2011	\$30,000.00	\$40,000.00
32	Denise	Williams		963	Dundas	Thornbury	3226	0412 366 601	08/06/2011	\$20,000.00	\$25,000.00
1	James	Williams		22	Exhibition	Melbourne	3000	0141 555 333	01/12/2011	\$8,000.00	\$10,000.00
20	Bruce	Willis		77	Hall	Seddon	3151	0412 533 661	06/06/2011	\$5,000.00	\$10,000.00
12	William	Wilson		33	New Ford	Thornbury	3226	0412 551 223	03/09/2011	\$950.00	\$1,000.00

Navigate to the area in which the file is to be saved, enter the name and click Save.

Click **File>Print** and enter pages 2 to 3 in the pages.

Confirm that only one page is selected.

Click print.

## Saving the Spreadsheet

To save the sheet with the original click **'File'** and then **'Save'**. The spreadsheet will be automatically saved with the same filename.

To save with a different file name click **'File'** and then **'Save As'**. You will be presented with a dialogue box and you can navigate to the subdirectory where the file is to be saved. Find the location, enter the filename and then click Save.

## Close the Program

Excel can be closed by clicking the X in the top right corner or File and then Exit.

## Class Exercise



Open the file Computers.xlsx:

- Sort the sheet on computer brands in ascending order
- Sort the sheet on those that have McAfee and those that do not, with the NO group listed first
- Filter the group on computer type and show only desktop models
- Filter the group on OS and show all those with an Apple operating system
- Save the sheet as Computers-Sorted.xlsx
- Close file.

Open the file KitchenEquipment.xlsx:

- Find all cells that have "Wiz"
- Sort the list into kitchen areas in ascending order
- Sort the list on description in ascending order and use kitchen as the second key
- The hotel wants to check on which equipment was cleaned by which company. Filter by cleaning company and find which company cleaned which equipment
- Save the file as CleaningCo.xlsx
- Close the file.

## Printing from Access

Printing from Access has many of the same approaches as the other two Microsoft Products. Open the Customer's database.

Open the Customer's table and then click '**File>Print**'. To see what is going to be printed and how it will appear on the page click 'Print Preview'.

You will be presented with a Print Preview Tab. Access will insert a page break at the edge of a column and at the end of a row to fit it on the paper. Click on the 'Landscape' and the page will reformat.

'Margins' will allow you to set the page margins.

'Size' will allow you to pick different size paper, and this will change the amount of data that can be printed on the page.

Page Setup will allow you to select the printer and the margins.

The print button will send the document to the currently selected printer.

This will export the table into an Excel format file that can be read and edited within Excel.

## Text

This will export the table into a text file format file that can be read and edited by most word processors and text editors.

## Queries

The output from queries can be printed in the same manner as tables. Run or open the query and then select **File>Print** and the same options will be available.

Run the qryMailout and print the first page in landscape format.

## Class Exercise

- Open the file Functions.accdb
- Open the table functions
- Create a query that will show all functions grouped by venue in ascending order
- Save the query as Venue
- Print the query
- Create a query that shows all functions in ascending Guest order, increasing.
- Save the query as Guest\_Order
- Print the query
- Sort the table in date order, ascending.



## Save

Access saves any changes to the data automatically when it is changed. The database can be saved to a new location using the Save As option under the File menu.

## Work Projects

It is a requirement of this Unit you complete Work Projects as advised by your Trainer. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your Trainer by the agreed date.

3.1 Start Excel. Open the Test\_Ingredients.xlsx.

- Sort the file on Wastage from lowest to highest
- Save the file as your name "\_Sorted.xls"

3.2. Filter the file on Supplier

- Save the file as your name "\_Filtered.xls".
- Print the document

3.3. Open the Access database Travel.accdb Open the table travel.

- Write a query to sort the records by Surname
- Save the query as qryTravel
- Print the query

3.4. Start the browser

- Search for Chicken recipes
- Print the first page of the results.

## Summary

### Retrieve computer-based data

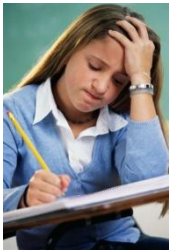
- 'Save As' allows the user to save the file with a new filename and or in a new location
- Printing can print all or part of the document
- Queries allow the user to print a selection of the records.

# Presentation of written work

## 1. Introduction

It is important for students to present carefully prepared written work. Written presentation in industry must be professional in appearance and accurate in content. If students develop good writing skills whilst studying, they are able to easily transfer those skills to the workplace.

## 2. Style



Students should write in a style that is simple and concise. Short sentences and paragraphs are easier to read and understand. It helps to write a plan and at least one draft of the written work so that the final product will be well organized. The points presented will then follow a logical sequence and be relevant. Students should frequently refer to the question asked, to keep 'on track'. Teachers recognize and are critical of work that does not answer the question, or is 'padded' with irrelevant material. In summary, remember to:

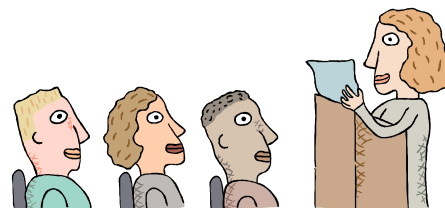
- Plan ahead
- Be clear and concise
- Answer the question
- Proofread the final draft.

## 3. Presenting Written Work

### *Types of written work*

Students may be asked to write:

- Short and long reports
- Essays
- Records of interviews
- Questionnaires
- Business letters
- Resumes.



### *Format*

All written work should be presented on A4 paper, single-sided with a left-hand margin. If work is word-processed, one-and-a-half or double spacing should be used. Handwritten work must be legible and should also be well spaced to allow for ease of reading. New paragraphs should not be indented but should be separated by a space. Pages must be numbered. If headings are also to be numbered, students should use a logical and sequential system of numbering.

**Cover Sheet**

All written work should be submitted with a cover sheet stapled to the front that contains:

- The student's name and student number
- The name of the class/unit
- The due date of the work
- The title of the work
- The teacher's name
- A signed declaration that the work does not involve plagiarism.

**Keeping a Copy**

Students must keep a copy of the written work in case it is lost. This rarely happens but it can be disastrous if a copy has not been kept.

**Inclusive language**

This means language that includes every section of the population. For instance, if a student were to write 'A nurse is responsible for the patients in her care at all times' it would be implying that all nurses are female and would be excluding male nurses.

Examples of appropriate language are shown on the right:

Mankind	<i>Humankind</i>
Barman/maid	<i>Bar attendant</i>
Host/hostess	<i>Host</i>
Waiter/waitress	<i>Waiter or waiting staff</i>



# Recommended reading

Shelly, B. Cashman, T. Vermatt, M. *Microsoft Office Word 2007: Comprehensive Concepts and Techniques*, Course Technology 2007

Tyson, H.L. *Word 2010 Bible*, Wiley 2010

Walkenbach, J. *Excel 2010 Bible*, Wiley 2010

Connor, N. MacDonald, M. *Office 2010: The Missing Manual*, Pogue Press 2010

Lambert, J. Cox, J. *Microsoft Access 2010 Step by Step (Step By Step (Microsoft))*, Microsoft Press 2010

Wempen, J. *Teach Yourself VISUALLY Access 2010 (Teach Yourself VISUALLY (Tech))*, Visual 2010

## Internet

<http://www.youtube.com/watch?v=gyZYbMIXGkc>

<http://www.youtube.com/watch?v=yalzDfpslfM>

<http://www.youtube.com/watch?v=BqSDUBmwz1Y>

<http://www.youtube.com/watch?v=PtYZqPnLkok>

<http://office.microsoft.com/en-us/excel-help/excel-shortcut-and-function-keys-HP010073848.aspx>

<http://support.microsoft.com/kb/324861>

<http://www.easyexceltutorial.com/excel-find-replace.html>

<http://www.youtube.com/watch?v=ooQMVS-acCg>

<http://www.youtube.com/watch?v=8QzmqE5bUac>

[http://www.youtube.com/watch?v=i63taGfL\\_kM](http://www.youtube.com/watch?v=i63taGfL_kM)

<http://www.youtube.com/watch?v=soX8pYY5-08&feature=related>

<http://office.microsoft.com/en-us/excel-help/filter-data-in-a-range-or-table-HP010073941.aspx>

<http://www.techrepublic.com/article/anatomy-of-excel-sorting-and-filtering/5931207>

[http://www.youtube.com/watch?v=BaDPQWxGRgg&feature=results\\_main&playnext=1&list=PLFAD91BD890803569](http://www.youtube.com/watch?v=BaDPQWxGRgg&feature=results_main&playnext=1&list=PLFAD91BD890803569)

<http://video.about.com/spreadsheets/Sorting.htm>

[http://www.youtube.com/watch?v=3\\_o-kzpvil0](http://www.youtube.com/watch?v=3_o-kzpvil0)

[http://www.youtube.com/watch?v=BymY53pOt\\_o](http://www.youtube.com/watch?v=BymY53pOt_o)

<http://www.youtube.com/watch?v=x0YAY79FFck>

<http://www.youtube.com/watch?v=vABwmk44REQ>

<http://www.youtube.com/watch?v=hfH3LwzmBqg>

<http://www.youtube.com/watch?v=ueJtuIQYBz4>



# Trainee evaluation sheet

## Access and retrieve computer-based data

The following statements are about the competency you have just completed.

Please tick the appropriate box	Agree	Don't Know	Do Not Agree	Does Not Apply
There was too much in this competency to cover without rushing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Most of the competency seemed relevant to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency was at the right level for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I got enough help from my trainer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of activities was sufficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The competency allowed me to use my own initiative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My training was well-organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer had time to answer my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood how I was going to be assessed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My trainer feedback was useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enough equipment was available and it worked well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The activities were too hard for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The best things about this unit were:

---

---

---

---

The worst things about this unit were:

---

---

---

---

The things you should change in this unit are:

---

---

---

---





William  
**Angliss**  
Institute

Specialist centre  
for foods, tourism  
& hospitality



**Australian  
AID** 