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AFRICAN

NATIONAL CONGRESS

DATE : 13 JULY 1991

TO : HEAD OF DEPARTMETNS

FROM : INFORMATION SYSTEMS DEPARTMENT

ANDILE NGCABA

RE : COMPUTER TRAINING BY LIBERTY LIFE

Dear Comrades

The above mentioned association has offered an assistance in training ANC staff.

Enclose here is a document which clearly shows courses being offered.

Kindly list all the names of the people of your department who will participate, and indicate which courses are relevant to your department.

Yours in Struggle

J1 LE NGCABA

HEAD OF THE DEPARTMENT

The People Shall Govern!

VQUIhWNH

## MODERN BUSINESS WRITING SKILLS

General writing faults addressed by the course

Excessive number of words used

Use of business jargon

Longwinded, clumsy sentences

Lack of structure in letters and reports

Ambiguity

Layout not correct

Unsatisfactory written replies to complaint letters

Course Content

Aim

The course shows delegates the importance of understanding why a report or letter is written.

Writing the way Kou should

Delegates learn and practise the skills of writing accurately, briefly and clearly through a series of exercises.

Ambiguity

An exercise on the various meanings of different sentences allows delegates to recognise ambiguity.

Editing

Part of writing accurately and briefly is the ability to edit. Delegates complete an exercise to show them how to go about deciding on words that can be left out of sentences.

Sentence Length and Clarity Index

Delegates revise the usage of punctuation and how it facilitates appropriate sentence length. Then they are

shown how to calculate the Clarity Index of written material, including their own. When they have mastered this, they will be able to evaluate how easily 'comprehensible their written work is. This will ensure that others find the written communication easier to understand.

#### 6. Structure

Delegates learn how to brainstorm ideas, group them into an organised sequence and then structure them in a logical order. Delegates complete a series of exercises to practise all these skills.

#### 7. Layout

Correct layout of business letters is demonstrated.

Delegates practise layout on course examples, as well as on their own business letters.

#### 8. Techniques of Handling Written Complaint Letters

Delegates practise replying to a number of letters of complaint using a formula to assist them.

#### 9. Additional Information

Delegates will also learn the various protocols used in letter writing, eg, When to use 'Yours sincerely', 'Yours faithfully', correct titles.

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DURATION: 1 day.

COURSE OBJECTIVES: Familiarisation with computer terminology and equipment; manipulate files on disk.

COURSE OVERVIEW: 1. Definition of a computer.

2. Functions of a computer.

3. Micro computer software.

4. Basic DOS commands.

WHO SHOULD ATTEND: All novice PC users.

PREREQUISITE: None.

NOTE: 1. A detailed breakdown of the Course Overview is available on request.

2. A self-study course on this subject is available. See Section 4, "Self-study courses".

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DURATION: 2 mornings.  
COURSE OBJECTIVES: Configure a PC system to print graphics; customise screen colours and keyboard; create batch files and use the line editor.  
COURSE OVERVIEW: DOS editing keys.  
Special commands.  
DOS filters.  
Modes of operation.  
The system prompt.  
Batch files.  
The EDLIN command.  
Configuration of your system.  
The ANSI.SYS file.  
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PPONFAMPPJN?  
WHO SHOULD ATTEND: People who wish to know more about the advanced functions of DOS and wish to customise their computers.  
PREREQUISITE: 1. Introduction to DOS course:  
a) Attendance on this course, and  
b) Familiarity with the concepts taught on this course,  
With "i l l I  
or  
2. A good working knowledge of DOS.  
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A detailed breakdown of the Course Overview is available on request.  
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DURATION:

COURSE OBJECTIVES:

COURSE OVERVIEW:

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1 day.

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Create, edit and print a document; use a variety of formatting features, including margins and tabs; enhance text; use the spelling dictionary and other special features.

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Tht: Basics; staning, exiting, help functions.

Edit an existing documan

Create a document.

Move and copy commands.

Text enhancements.

Print a document.

Create tables and lists.

External copy command.

Document reorganisation.

Search and replace.

Libran'cs.

Spcll-chcck a document.

Pull-down menus.

Automatic paragraph numbering.

WHO SHOULD ATTEND: All staff using MultiMatc as a word processing package.

PREREQUISITE:

NOTE:

1. Introduction to DOS course:

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2.

a) Attendance on this course, and

b) Familiarity with the concepts taught on this course,

or

A good working knowledge of DOS.

A detailed brcakdown of the Course Overview is available on request.

A self-study course on this subject is available. See Section 4, "Sclf-study courses".

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DURATION: 1 day.  
COURSE OBJECTIVES: Produce form letters I(mcrgc); use headers and footers; perform calculations; sort text; create newspaper columns; use MultiMatchs Thesaurus.  
COURSE OVERVIEW: Revision.  
Merge operations.  
Key procedures.  
Headers and footers.  
Maths.  
Newspaper columns.  
Sort text.  
Use ASCII characters.  
Document management  
PPOSQP'PPN?  
Staff who have completed the 'Introduction to MultiMatc course  
WHO SHOULD ATTEND:  
' s and need to learn more sophisticated features.  
PREREQUISITE: 1. Introduction to MultiMatc course:  
M a)Attendance on this course, and  
b)Familiarity with the concepts taught on this course,  
or  
. A good working knowledge of MultiMatc. h  
. A detailed breakdown of the Course Overview is available on request.  
.. A self-study course on this subject is available. See Section 4,  
"Self-study courses".

DURATION: 1 day.

COURSE OBJECTIVES: Build and print spreadsheets; use the major spreadsheet manipulation commands; perform special mathematical functions; design and print graphs.

COURSE OVERVIEW: Introduction.

How to move around the worksheet.

Create a worksheet.

Basic menu commands.

Special math functions.

Save and retrieve worksheets.

Print worksheets.

Design and save graphs.

Print graphs.

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WHO SHOULD ATTEND: All staff creating spreadsheets on Lotus 1-2-3.

PREREQUISITE: 1. Introduction to DOS course:

a) Attendance on this course, and

b) Familiarity with the concepts taught on this course,

or

. A good working knowledge of DOS. \_ \_.

. A detailed breakdown of the Course Overview is available on request.

. A self-study course on this subject is available. See Section 4, "Self-study courses".



DURATION:

2 mornings.

COURSE OBJECTIVES: Control the operation, and appearance of a worksheet; use advanced functions; use 1-2-3's database management commands and functions; analyse information with data-branch commands; construct macros.

COURSE OVERVIEW: Transfer information between worksheets.

Use stn'ng, financial and special functions.

Control worksheet recalculations.

Protect worksheet contents.

Enhance data entry with range input.

Use passwords for worksheet security.

Improve the appearance of a worksheet

Design and manipulate a 1-2-3 database.

Create a new worksheet from an existin g worksheet.

Analyse data groups with data distribution.

11. Create and execute macros.

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Staff who have completed the Introduction to Lotus course and

WHO SHOULD ATTEND:

" need to learn more sophisticated features.

PREREQUISITE: 1. Introduction to Lotus 1-2-3 course:

a) Attendance on this course, and

b) Familian'ty with the concepts taught on this course,

or

. A good working knowledge of Lotus 1-2-3.

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. A detailed breakdown of the Course Overview is available

on request.

. A self-study course on this subject is available. See Section 4,

"Self-study courses".

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 DURATION: 3 mornings.  
 COURSE OBJECTIVES: Design, create and manipulate database files and generate reports.  
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 Introduction to databases.  
 Design and create a database.  
 Understand the Control Centre.  
 Enter records.  
 COURSE OVERVIEW:  
 Print a quick report.  
 Search a database.  
 Use Query by Example.  
 Son and index a database.  
 Modify a database structure.  
 Create a report.  
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 WHO SHOULD ATTEND: All staff using DBasc IV as a database package.  
 PREREQUISITE: - 1. Introduction to DOS course:  
 ' :1) Attendance on this course, and  
 b) Familian'ty with the concepts taught on this course,  
 (i  
 or  
 2. A good working knowledge of DOS.  
 NOTE: 1. A detailed breakdown of the Course Overview is available on  
 ' request. I  
 . A sclf-study course on this subject is available. See Section 4,  
 "Sclf-study courses".  
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DURATION: 1 morning.

COURSE OBJECTIVES: Manipulate tiles on Ethard or floppy disk in order to keep it efficiently structured.

COURSE OVERVIEW: Change the display on the screen.

Set and modify amibutes.

Directory maintenance.

File maintenance.

Use pull-down menus.

Backup files in a directory.

Disk maintenance.

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WHO SHOULD ATTEND: Staff using the PC Tools program and who need to learn the features of the package.

PREREQUISITE: 1. Introduction to DOS course:

a) Attendance on this course, and

b) Familiarity with the concepts taught on this course,

or

2. A good working knowledge of DOS.

A detailed breakdown of the Course Overview is available on request.

To : Heads of Department

From : Information Systems Department

Re : ComQuter Training

Towards efforts of office automation, Information System Department is convening P.C Training Course for all A.N.C staff/personnel in our Training center on the 16th floor. The duration of training is 4 days.

Enclosed herewith is the training programme and departmental list .

Please fill in the name of the candidate who will attend the course from your department.

Course Starts at 8H30 - 17H00.

DEPARTMENT

Secretary General s Office  
International Dept  
Legal and constitution  
Women s League  
Political Education Dept  
Land commission  
Repatriation Unit  
Organising Dept  
Project Dept  
Arts and Culture  
Social Welfare  
Transport  
Health  
Special Projects  
l Bussiness Unit