



COLLEGE AFRICA GROUP

AI | TRAINING | CONSULTING | SKILLS DEVELOPMENT

Better Processes. Stronger Skills. Smarter AI.

Microsoft Word Intermediate

Reports, standard letters and reviewed documents become a time drain

Structured business documents

Duration: One day | **Level:** Intermediate | **Delivery:** Onsite or virtual

The business problem

Once documents grow beyond a page or two, staff struggle: headers and numbering go wrong, lists break, standard letters are typed one by one and comments from several reviewers get lost.

Hours go into fixing layout instead of finishing the work.

You need this course if...

- Multi-page reports are hard to control and number
- Standard letters or labels are produced one at a time
- Teams review documents by email with no tracked changes
- The same content is retyped instead of reused from templates

How this course solves it

This one-day, instructor-led course builds on Word Basic. Delegates learn to produce longer, structured business documents, work with templates and mail merge, and review documents with colleagues using comments and tracked changes.

Who should attend?

- Staff who produce reports, proposals and standard correspondence
- Administrators and personal assistants
- Delegates who have completed Word Basic or have equivalent experience

Course content

1. Working with Longer Documents

- Find and replace
- The Navigation pane
- Keeping text together and controlling page flow
- Page and section breaks
- Copying and moving text between documents

2. Headers, Footers and Fields

- Headers, footers and page numbering
- Fields such as date and file name
- Word count and document properties

3. Lists and Outlines

- Bulleted and numbered lists
- Multilevel lists
- Outline view

4. Layout and Visual Elements

- Newspaper-style columns
- Borders, shading and drop caps
- Symbols and special characters
- Shapes and WordArt

5. Templates and Building Blocks

- Using and creating templates
- Building blocks and Quick Parts

6. Mail Merge

- Understanding mail merge
- Merging letters from a data source such as an Excel list
- Labels and envelopes
- Previewing and completing a merge

7. Reviewing Documents

- Comments
- Tracking, accepting and rejecting changes
- Comparing documents

8. Links, Translation and Protection

- Hyperlinks
- Translating text
- Protecting a document

Practical Workplace Application

Exercises use multi-page reports, standard letters, mail-merged correspondence and documents reviewed by more than one person.

After the course

Delegates will be able to:

- Navigate and control longer documents
- Manage page flow with page and section breaks
- Create headers, footers, numbering and fields
- Build bulleted, numbered and multilevel lists
- Use columns, borders, symbols and simple graphics
- Work with templates and building blocks
- Create letters and labels with mail merge
- Review documents with comments, tracked changes and comparison
- Protect documents and add hyperlinks

Training format

Duration: One day

Level: Intermediate

Delivery: Onsite or virtual

Certificate: Electronic attendance certificate

Word pathway

Microsoft Word Basic

Create, edit, format, proof and print everyday business documents. [View course](#)

Microsoft Word Advanced

Professional layouts, references, security, forms and macros. [View course](#)

Microsoft 365 Copilot Training

Apply AI to everyday documents, email and presentations, with human review built in. [View course](#)

Next step

To book this course for your team, or to discuss a version tailored to your organisation, contact Arnold Muscat on 083 778 4903 or sales@collegeafricagroup.com.

Course page: collegeafricagroup.com/microsoft-office#microsoft-word-training | [What our clients say about us](#)

Regards

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