

# Presenting Information

# Presenting Information

- You are required to produce six documents.
- Single page items :-
  - A Business Letter.
  - A Wrapper or Label.
  - An Advert for a Newspaper.
  - A Questionnaire (Post Production).
  - A User and a Technical user guide.
- Multi-page items :-
  - A final product report.

# Presenting Information

- To show that you have a full understanding of producing documents effectively.
- You will need to initially produce a set of **Hand Drawn** layouts of the documents you intend to create.
- You will need to identify :-
  - The FONT/s and Style/s you intend to use.
  - The positions where Text and Diagrams / Pictures will be placed.
  - Margins and Text body formatting to be used.

# Word-processing Concepts.

# Word Processing.

- Word processing is a method or technology that was used to improve the efficiency of the typist.
- It is not the speed of typing that is important it was the time it took an individual to correct a mistake.
- It was identified that many of the activities that a typist performed could be speeded up using a computer.
- The initial most effective feature was the rubout or delete key. One press and previous typed characters could be removed  
    (“Faster than a speeding bullet” (Clark Kent)).

# Word Processing.

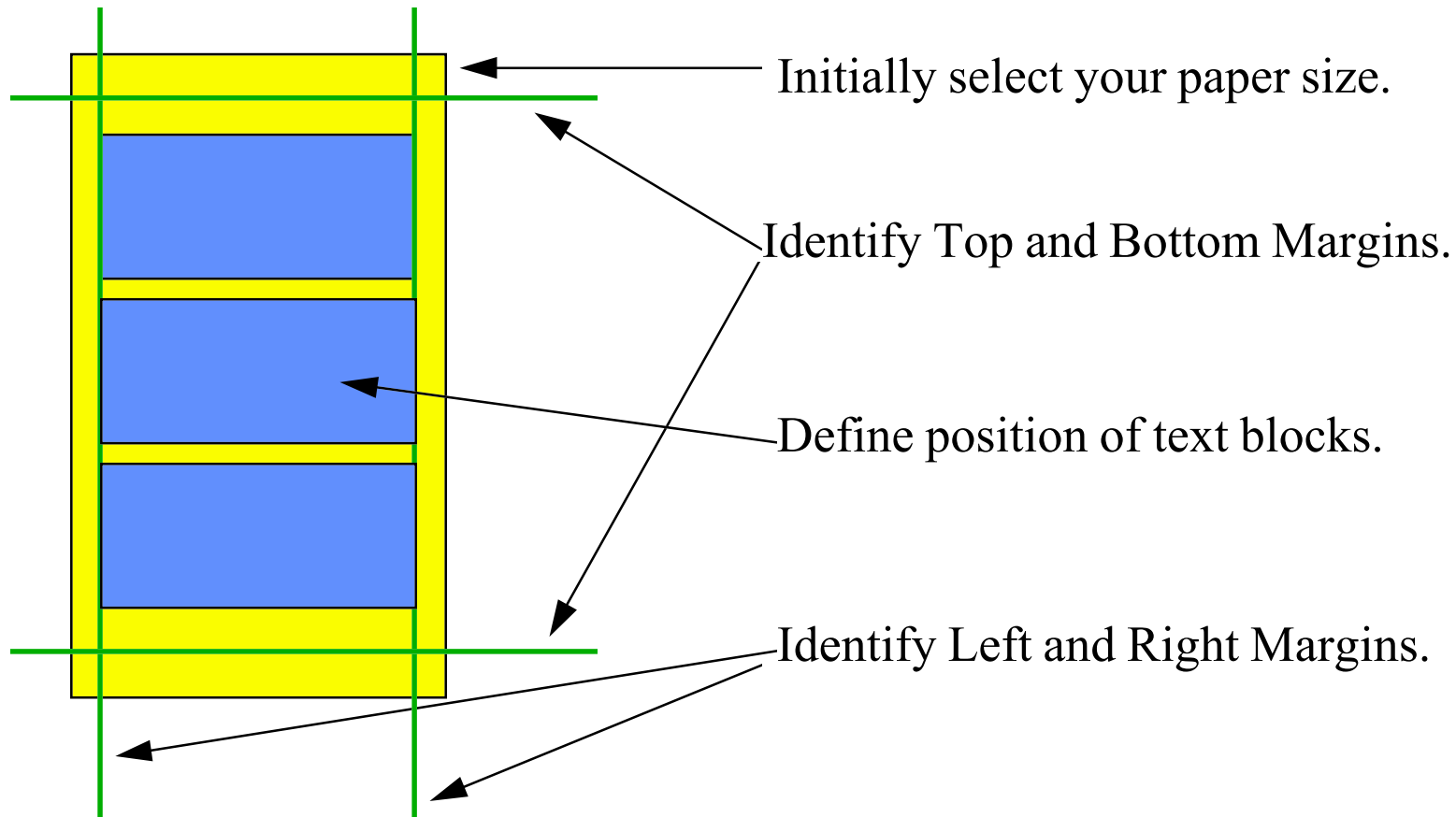
- The ability to correct a document before printing that was another significant advantage.
- Other features that were introduced were:-
  - Type-**Over** or **Insert** mode keyboard entry.
  - Automatic line feed.
  - The ability to move blocks of text.
  - The ability to recall previously created documents and adapt them to a new purpose saved a significant typing effort.
  - Fixed position **TABS** and **SPACES** helped to make document layout more readable and interesting from a visual perspective.

# Word Processing.

- Modern Word Processing is significantly more sophisticated these days and also more complicated to use.
- Lets look at some facilities we might need or use.
- We can initially define sizes of paper and margins we would like to use.
  - See Page layout section to set these parameters.
- Tabulation points can set that allows text to be :-
  - Left aligned, Center aligned or Right aligned.

# Word Processing.

Initially create your paper designs layouts.



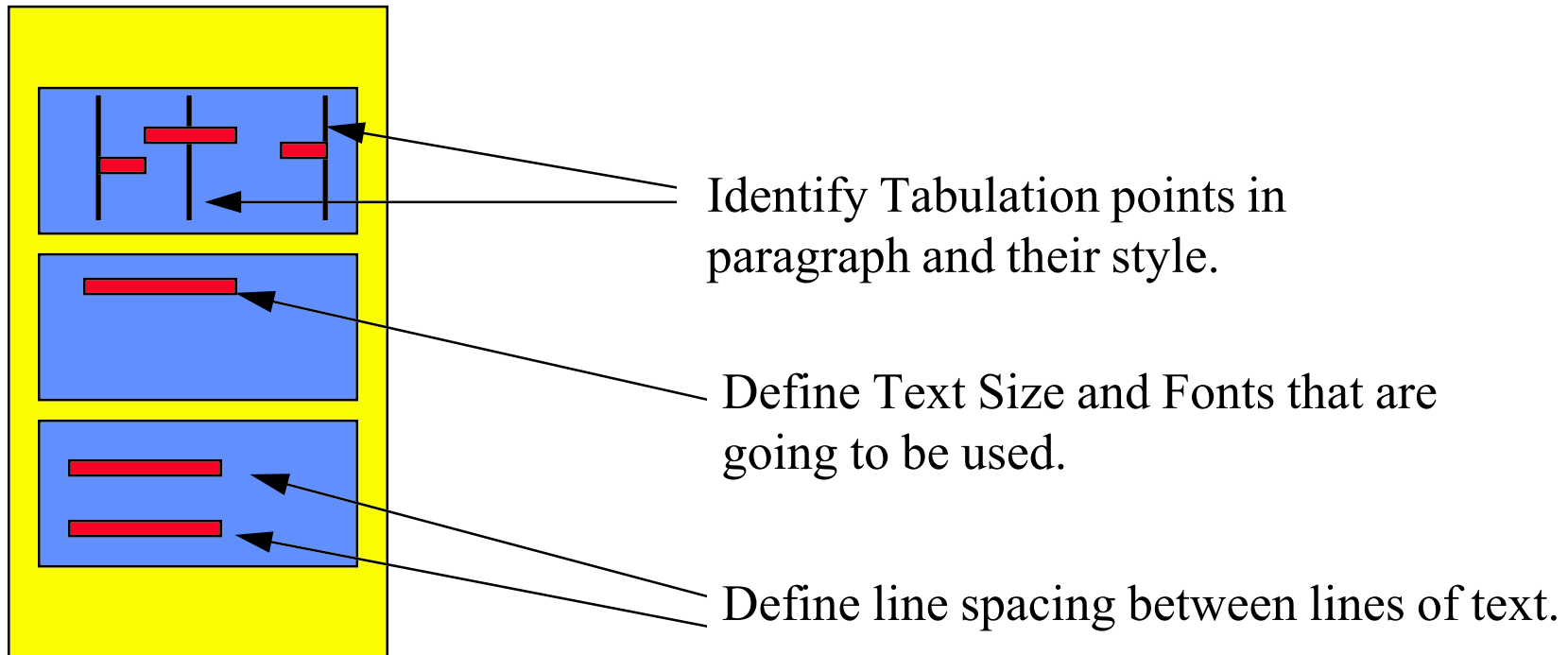


# Word Processing.

- Text can be :-
  - Left aligned,
  - Center aligned or
  - Right aligned.
  - Justified (This is where a block of text has the Left and Right edges of the text area aligned bar the last line.)
- When dealing with characters we can change :-
  - The **FONT**, Character Size, **Colour**, Style and attributes associated with the text such as:-
  - Underline , **Bold** , <sub>Sub</sub> and <sup>Superscript</sup> , *Italics*.

# Word Processing.

Initially create your paper designs layouts.



# Word Processing.

- When dealing with documents we have a whole range of additional feature we can use such as :-
- Insertion of Pictures / Diagrams.
- We can build Tables of information.
- We can build indexes and lists from entities located within the document.
- We can add Headers and Footers to every page in the document.
- We can Spell and Grammar check documents to help remove language errors.

# Activity 1.

# The Business Letter.

- This activity: Locate information about an amplifier that interest you. (10 to 15 minutes of searching)
- Produce a draft hand written letter A4 sized paper.
- On the Draft letter, Identify :-
  - Font type/Size/Underline/bold etc to be used.
  - Where margins and tabs should be.
- Produce Printed draft
  - Show and typographical and grammar errors
- Produce Final corrected printed letter.

# The Business Letter.

## Guide lines.

- Preferred Fonts - Times New Roman , Arial.
- Preferred Fonts size - 12 or 14 point. Never less than 10 point because it is difficult to read.
- Keep Font changes to a minimum.
- Use **Bold** or Underline to emphasis a point or highlight a reference only.
- Generally avoid colour.
- Be brief, accurate, precise, polite and to the point.
- Writing style formal.

# The Business Letter.

## Typical Letter Format

---

Company  
Address

Your Address  
& Date, Telephone

Letter Reference identifier if known otherwise a blank line

Dear Sir/Madam

Introduction statement/s.

What you have found .. (Web site address ... )

What you want them to supply .. Thanking you in advance.

Yours Faithfully

*Your Signature*

Your name typed

# The Business Letter.

## Typical Letter Format

---

Company  
Address

Your Address  
& Date, Telephone

Letter Reference identifier if known otherwise a blank line

Dear Mr. Supplier

Introduction statement/s.

What you have found .. (Web site address ... )

What you want them to supply .. Thanking you in advance.

Yours Sincerely

*Your Signature*

Your name typed



# Activity 2.

# The Label or Wrapper.

- Collect or sketch examples seen in shops or displayed in magazines.
- Plan out how you want your wrapper/label to look.
- Consider products that have attracted you.
- What aspect of the wrapper catches your eye ?
- Remember your target market is your generation.
- Use Colour, Clip Arts, Pictures to enhance your wrapper//label.
- Try not to produce a too complex design. If you do it could cause difficulties in production.

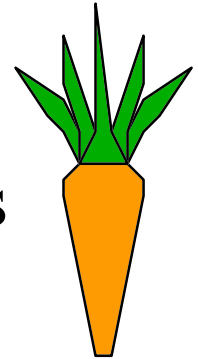
# Activity 3.

# The Newspaper Advert.

- Collect or sketch examples seen in shops or displayed in Newspapers and magazines.
- Plan out how you want your advert to look.
- Consider adverts that have attracted you.
- What catches your eye ?
- Remember your target market is your generation.
- Ensure that your Advert has a **Border** and that Newspaper are usually Black and White.
- Use Clip Arts, Pictures to enhance your advert.
- Be honest about your product.

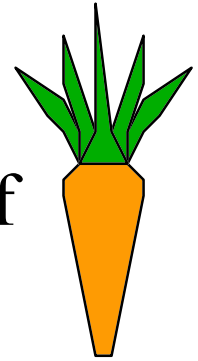
# Activity 4.

# The Questionnaire.



- Collect or sketch examples you have seen in shops or printed in magazines.
- Plan out how you want your Questionnaire to look.
- Consider effective use of Tick boxes, Multi choice options, the use of both open and closed questions.
- With choice try persuade respondent to make a decision rather than just pick the middle ground.
- Try to ensure that questions will give you the information you require but the respondent will still feel comfortable answering the Questionnaire.

# The Questionnaire.



- Explain the purpose of the research and benefit of completing questionnaire.
- Use the questions to build the respondents confidence and trust.
- Let the questions develop the deeper understanding or create the story.
- Create questions so that they extract the information needed.
- **Finally** .. Thank respondent for their assistance

“A”

# The Questionnaire.

“A”

- The **A** criteria: (In a separate document.)
- You will need to specify what you hope to **identify** from the results of your questionnaire.
- You will need to identify how you will **extract** the required information from your questionnaire. What strategies, technologies or clerical skills are needed ?
- You should **submit** genuine examples of how people have responded to your questionnaire. (Submit at least six examples) you could use family, friend or other students. The responses should not be prompted or directed by the interviewer.

“A”

“A”



# Activity 5.

# The User Guides.

- Should typically contain :-
- User thanks and Safety information.
- Contents of document
- Operating and installation Instructions.
- Care and safety
- Trouble shooting and Problem solving.
- Legal notices, Where to get help
- Index , Technical information
- Guarantee conditions
- Must include information in table form.

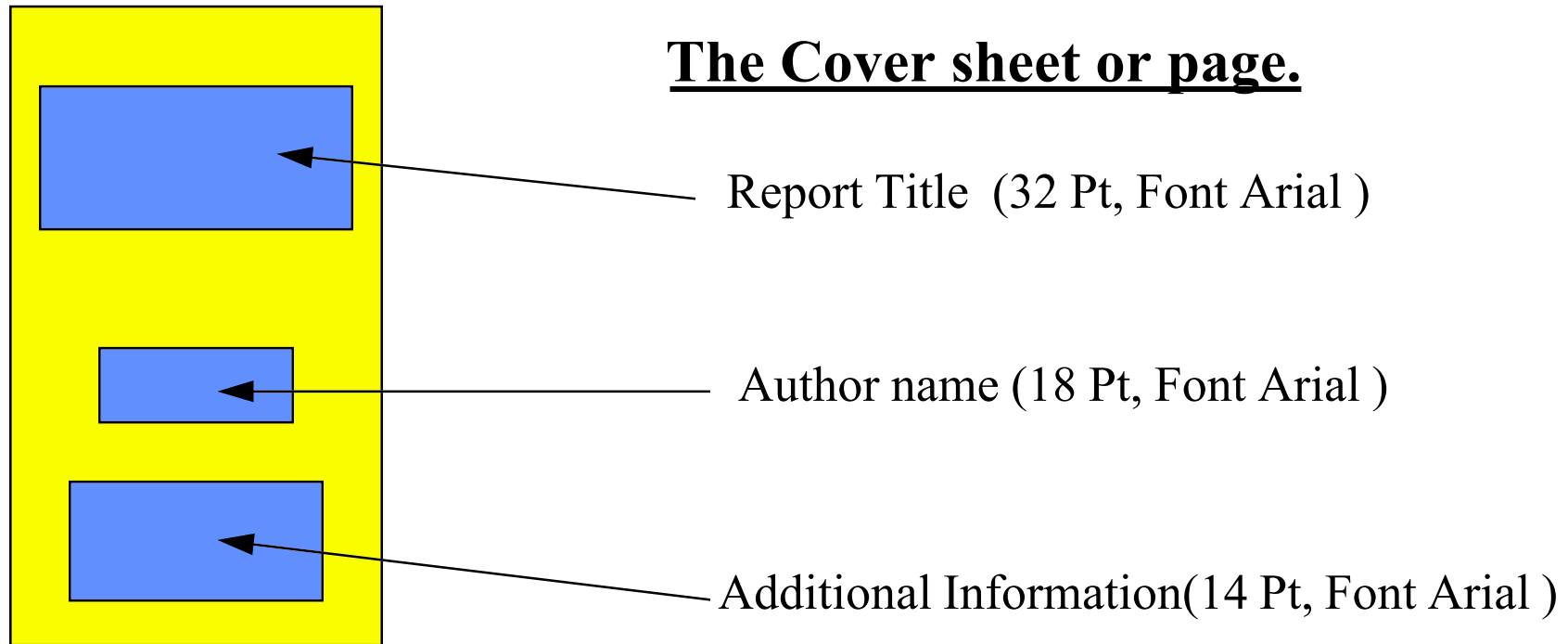
# Activity 6.

# The Final Product Report.

- Will typically consist of the following sections:-
  - A Cover Page.
  - An Introduction.
  - Activity-Descriptions (Headings, Use PC sheets).
  - Research findings (Optional).
  - Calculations (Optional).
  - Conclusion.
  - References.
  - Appendix (Data sheets, Other information).

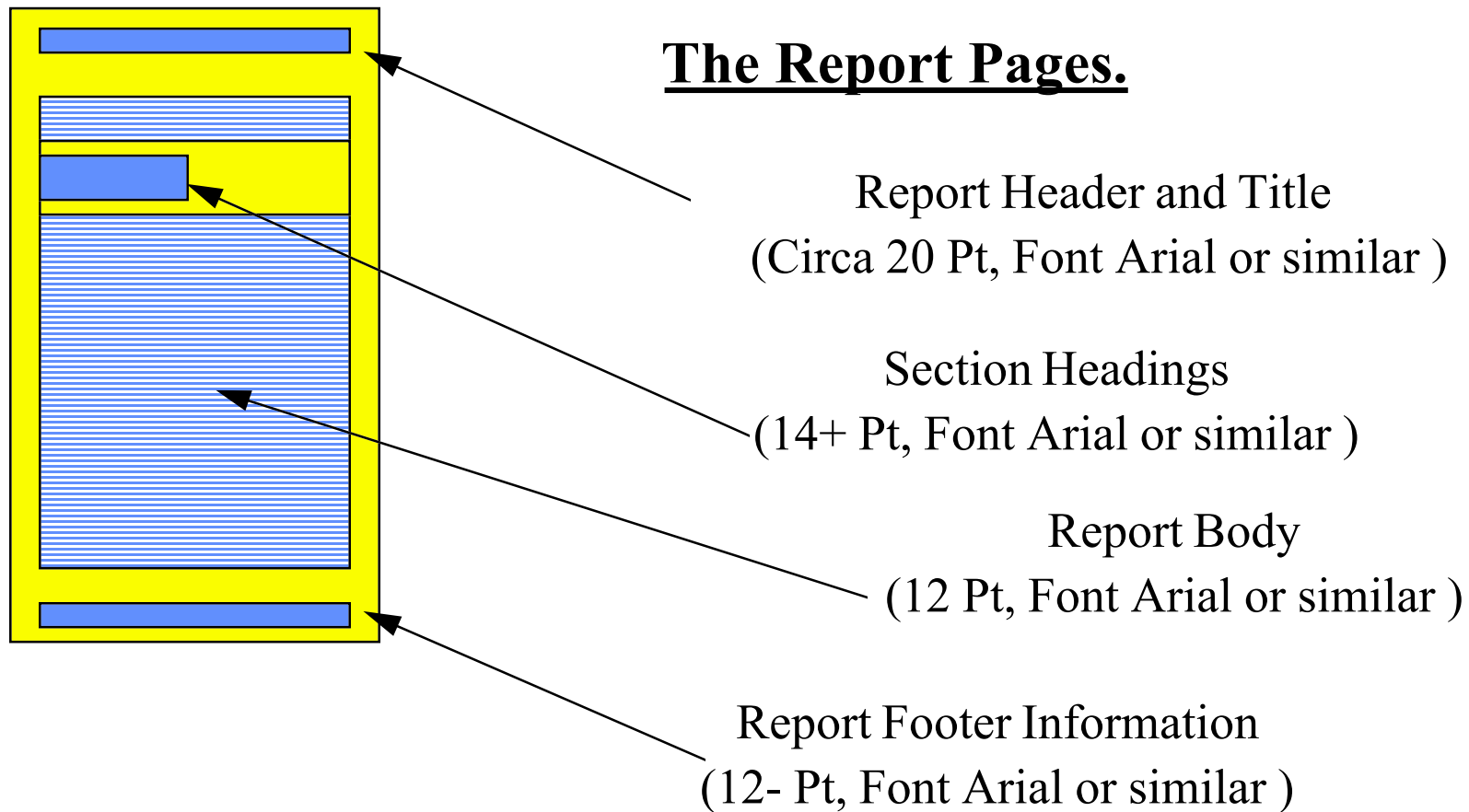
# The Final Product Report.

Initially create a paper design of your Report layout.



# The Final Product Report.

Initially create a paper design of your Report layout.



# The Final Product Report.

- Will use the following features:-
  - Page **Headers** that will contain:-
    - The **Title** of your Investigation.
  - Page **Footers** that will contain:-
    - The **Page** number.
    - and Optionally some of the following:-
      - Document Filename.
      - Author name.
      - Date of last update.
      - Page Number
      - Revision number.

# The Final Product Report.

- General Report Production Information:-
  - You are required to produce a sketch of your expected reports layout showing or identifying such thing as:-
    - “Fonts”
    - “Point Size”
    - “Headings”
    - “Headers , Footers”
    - Any other features you may intend to use.
  - The whole report will be a **Single Document** and not a set of linked individual pages.



# The Final Product Report.

- General Report Production Information:-
    - The report will be sub divided by **Headings**.
    - Every page will have a **Header** and **Footer** except the **Cover page**.
    - To configure the above option use:-
      - File**
        - ↳ **Page Setup**
          - ↳ On the **Layout TAG** in the **Headers and Footers** section
            - ↳ Click **Different First page**
- OK** the form.

# The Final Product Report.

- General Report Production Information:-
  - You are expected to:-
    - Verify that the heading and contents match the performance criteria.
    - Proof Read your document.
    - Spell check your document.
    - Grammar check your document.
    - Complete the document by the set deadline.
  - Recommendation.
    - Use **Outline mode** to prepare the section **headings** this will help when creating a Table of Contents.

# The Final Product Report.

## Table of Contents.

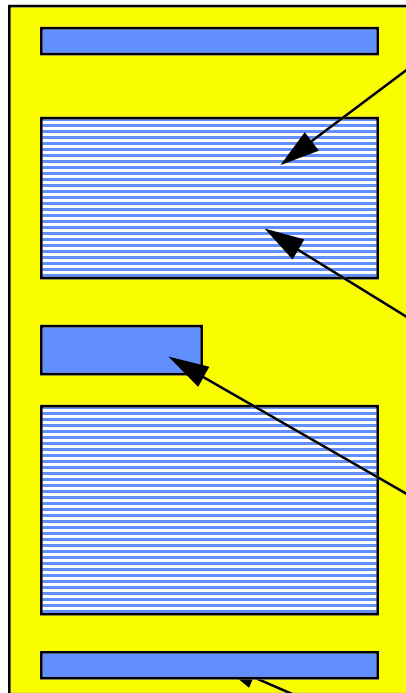


Table of Contents located on the first page after the Cover Page.

Typical Format of Table of Contents:-  
Heading 1 ..... Page No.  
Sub Headings ..... Page No.  
Heading 2 ..... Page No.  
etc.....

Table of Contents  
(12 Pt, Font Arial or similar )

## Introduction Header.

Report Footer Information  
(12- Pt, Font Arial or similar )

# The Final Product Report.

- To Locate a Template.

Shared areas on Brock (J:)

↳ Staff & Students

↳ 04Tech

↳ Electronics

↳ RJS\_Apps

↳ Notes



access Report template “Book4\_06.doc”

# Activity 7.

# The Curriculum Vitae (CV).

- This is your personal advert to an employer.
- It should tell your story. Each section building, reinforcing and developing information presented in earlier part of the CV.
- Ideally keep CV within 2 Pages **(No padding)**  
see CV template Book3\_11.doc
- Preferred Fonts - Times New Roman , Arial.
- Preferred Fonts size - 12 or 14 point. Never less than 10 point.
- If you develop a two page CV ensure that your name is at the top of the second page.

# The Curriculum Vitae (CV).

- To Locate the Template.

Shared areas on Brock (J:)

↳ Staff & Students

↳ 04Tech

↳ Electronics

↳ RJS\_Apps

↳ Notes



access CV template “Book4\_11.doc”

# The Curriculum Vitae (CV).

## **Your Name**

Your Address  
Telephone and Email

## Personal Profile Section

About 3 or 4 lines of what other people might say about you.

## Skills and Experience

Keep a focus towards  
Employers' needs and  
requirements when possible.

## Educational Qualifications

Highest First  
What Where Date  
Qualification. . . .mm/yyyy.

## **Your Name**

## Career History

Most current first  
Date Position and duties.  
To, from . . . .  
(Try to ensure no gaps)

## Leisure Pursuits and Other Additional Information

Other Work experience areas

. . . .

Hobbies and Interests

. . . .



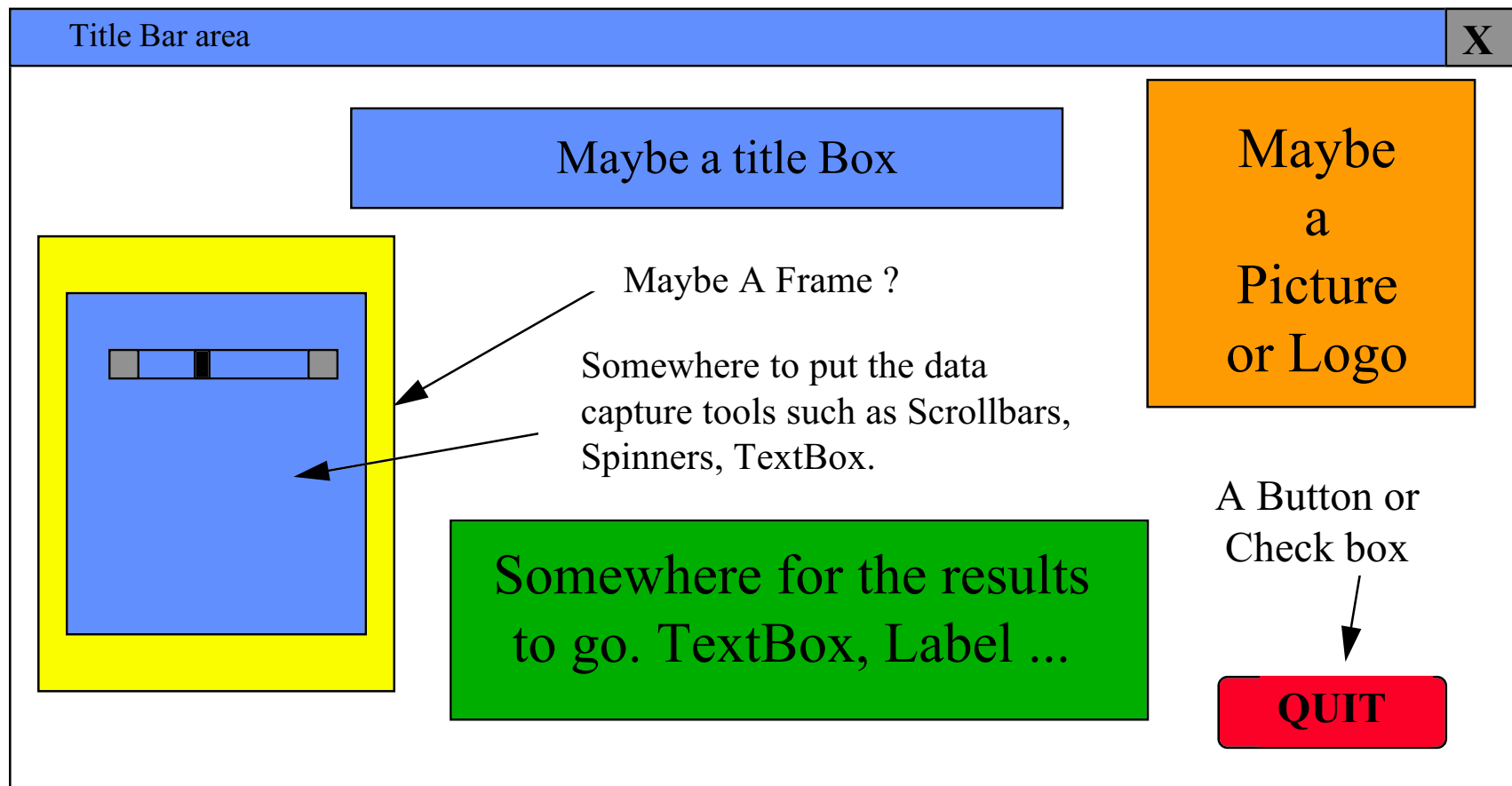
# Activity 8.

# The Spreadsheet.

- Main purpose of this exercise is to perform a series of calculations (in this case all related to the Buggy speed test experiment).
- A further requirement is to produce a Windows type user interface to the spreadsheet.
- Note: Produce a paper design of the layout before you design layout on Excel.

# The Spreadsheet.

Initially create a paper design of your spreadsheet layout.



# Activity 9.

# The Investigation.

- Main purpose of this exercise is to research an engineered product relating this to its mechanical and electrical energy conversion process.
- You will need to research your product.
- You will need to located appropriate data sheets for your product.
- You will need to explain and show in a report a step by step process (which will involve diagrams, calculations and descriptions) how the energy is transferred through your selected product.

# The Investigation.

- This activity will need a considerable amount of planning. (So keep a diary of your activities)
- Whenever you find information of interest Record what it was and where it was located (also if it was an internet source {when you accessed it})
- Typically time allocation needed:-
  - 30% for Product Research.
  - 30% Report contents preparation.
  - 40% Report production this includes:-
    - Proof reading, Spell and Grammar checking.

# Activity 10.

# Serving Organisation.

## **What are we going to cover ?**

Introduction.

College Departments as an example.

College Organisation as an example.

College Departments “The Detail”.

Information Flows.

Key Documents

All slides Located at <http://freespace.virgin.net/roger.spriggs/pdf.htm> Click ICT



# The Introduction.

## Why are we studying this subject ?

1. You are **all** going to eventually end up in a workplace in some capacity or another.
2. To work and communicate effectively you need understand the structure of your organisation. For example :-
3. Who reports to whom and why?
4. Who is responsible for dealing with :-
  - Health and Safety, Pay, Holidays, Taxation, Work conditions, Personal problems, etc.

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# The Organisation.

Looking at Departments, Sub  
Departments, Subject areas and  
activities within the College?

# The Organisation.

Administration	Catering	Cleaning
Exams	English	Enrichment
Estates	Finance	Marketing
Math's	Management	Personnel
Science and Technology	Sport	Transport
Reception	Teaching and Learning	Student Services

Examples

Activity **Remove the Generic items**

# The Organisation.

Administration	Catering	Cleaning
Exams	English	Enrichment
Estates	Finance	Marketing
Math's	Management	Personnel
Science and Technology	Sport	Transport
Reception	Teaching and Learning	Student Services

Examples

Activity **Remove Subject departments**

# The Organisation.

Administration	Catering	Cleaning
Exams	English	Enrichment
Estates	Finance	Marketing
Math's	Management	Personnel
Science and Technology	Sport	Transport
Reception	Teaching and Learning	Student Services

Examples

Activity *Remove general activities*

# The Organisation.

Administration	Catering	Cleaning
Exams	English	Enrichment
Estates	Finance	Marketing
Math's	Management	Personnel
Science and Technology	Sport	Transport
Reception	Teaching and Learning	Student Services

Examples

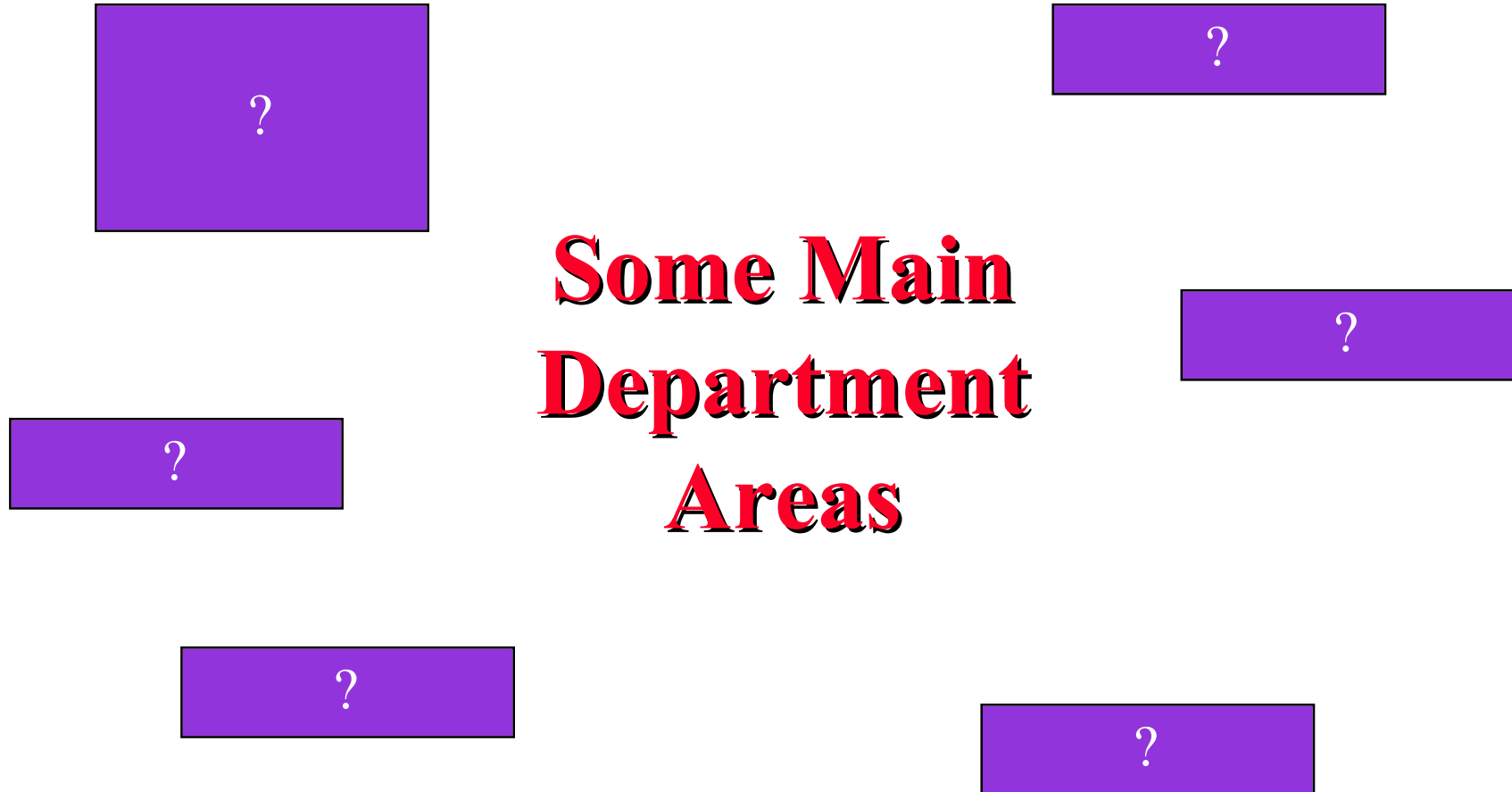
Activity Highlight what is left

# The Organisation.

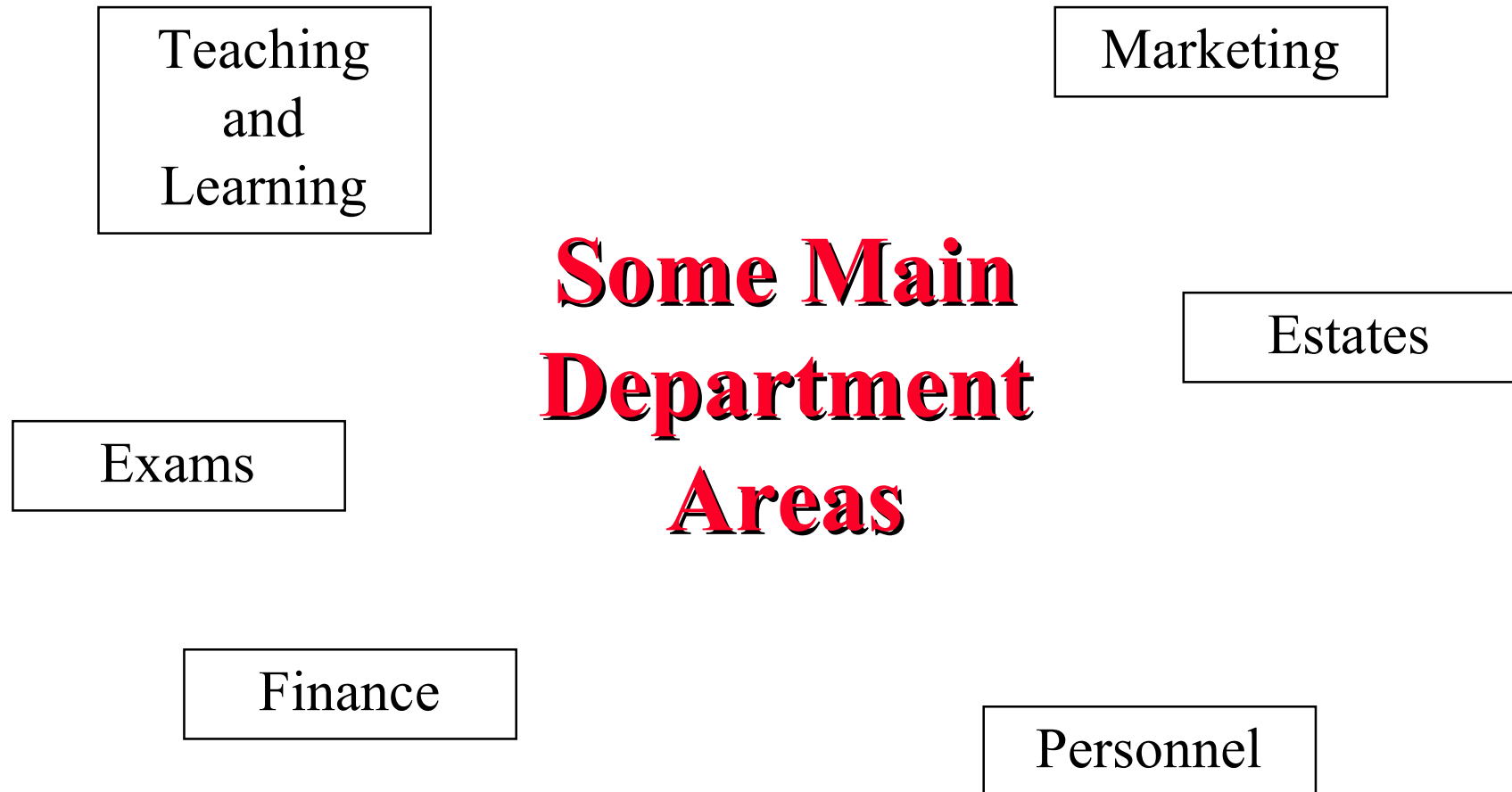
Administration	Catering	Cleaning
Exams	English	Enrichment
Estates	Finance	Marketing
Math's	Management	Personnel
Science and Technology	Sport	Transport
Reception	Teaching and Learning	Student Services



# The Organisation.



# The Organisation.



What sort of structure might be needed for each departments area?

# Serving Organisation.

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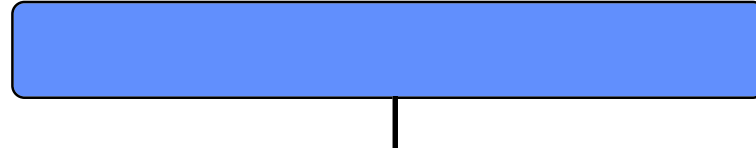
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# Organisation Chart for Technology.

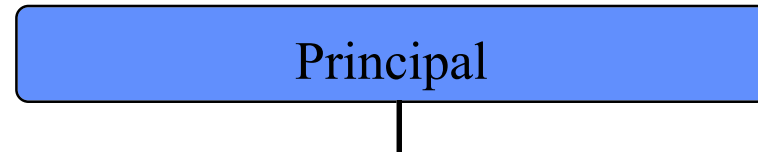
Looking at the structure of an  
Organisation ?

# Organisation Chart for Technology.



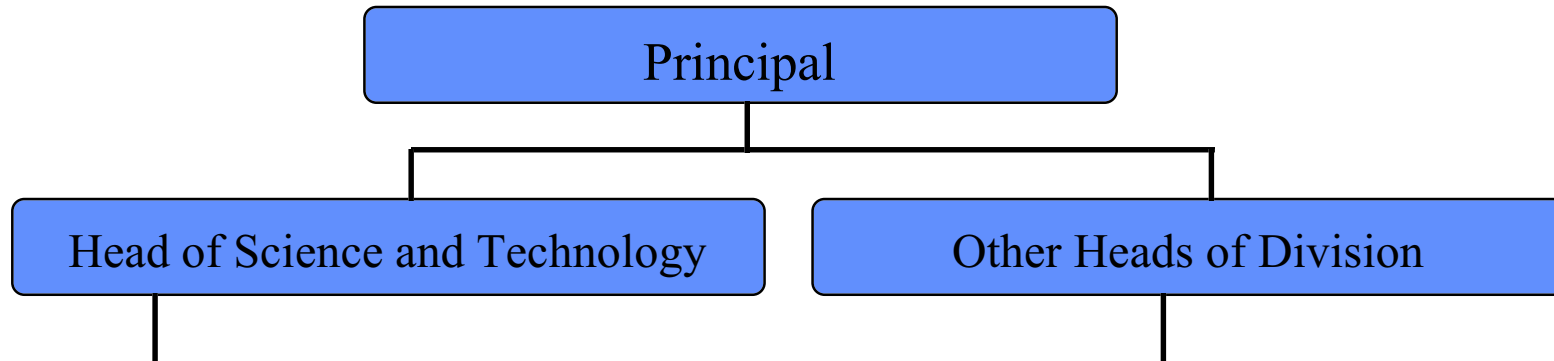
Who is at the head of our organisation ?

# Organisation Chart for Technology.



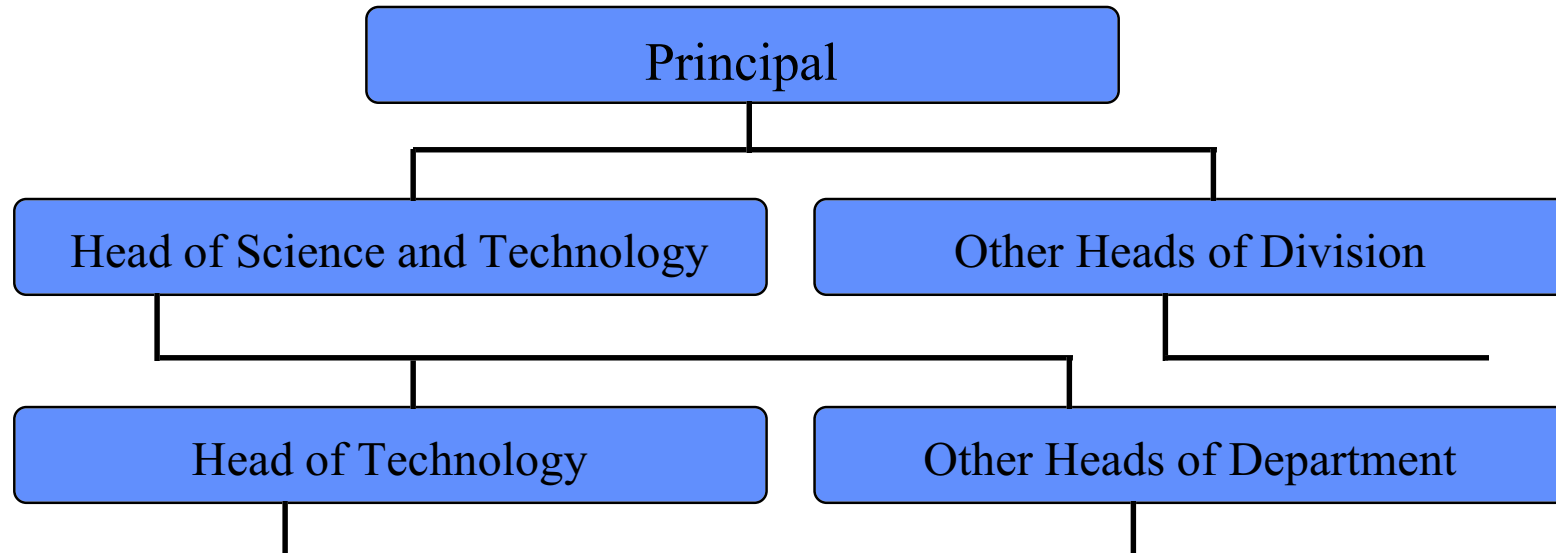
Who are the managers who report to the  
Principal?

# Organisation Chart for Technology.



Who are the managers who report to the Division Head?

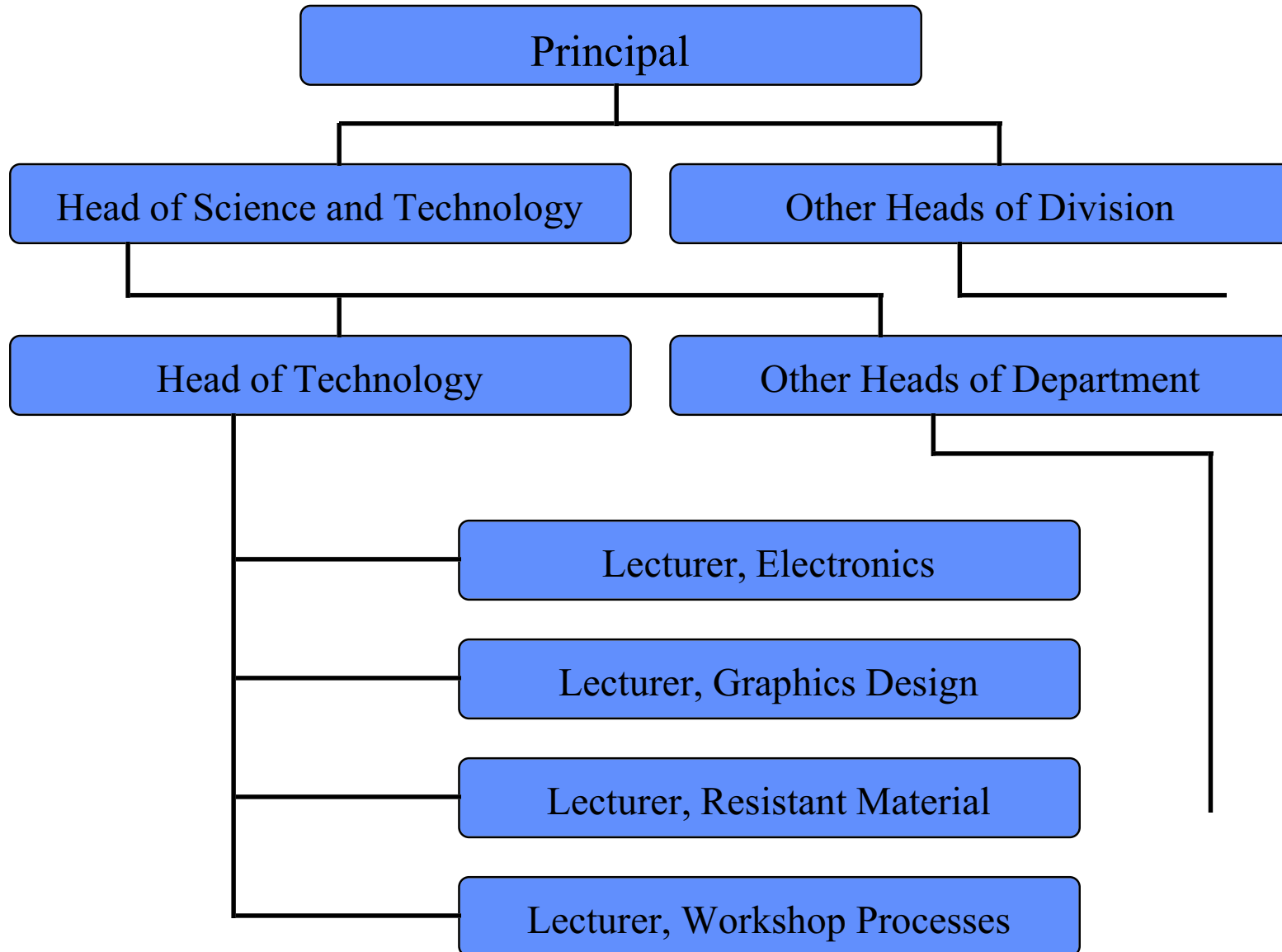
# Organisation Chart for Technology.



Who are the Staff who  
report to the Department  
Head?



# Organisation Chart for Technology.



# Serving Organisation.

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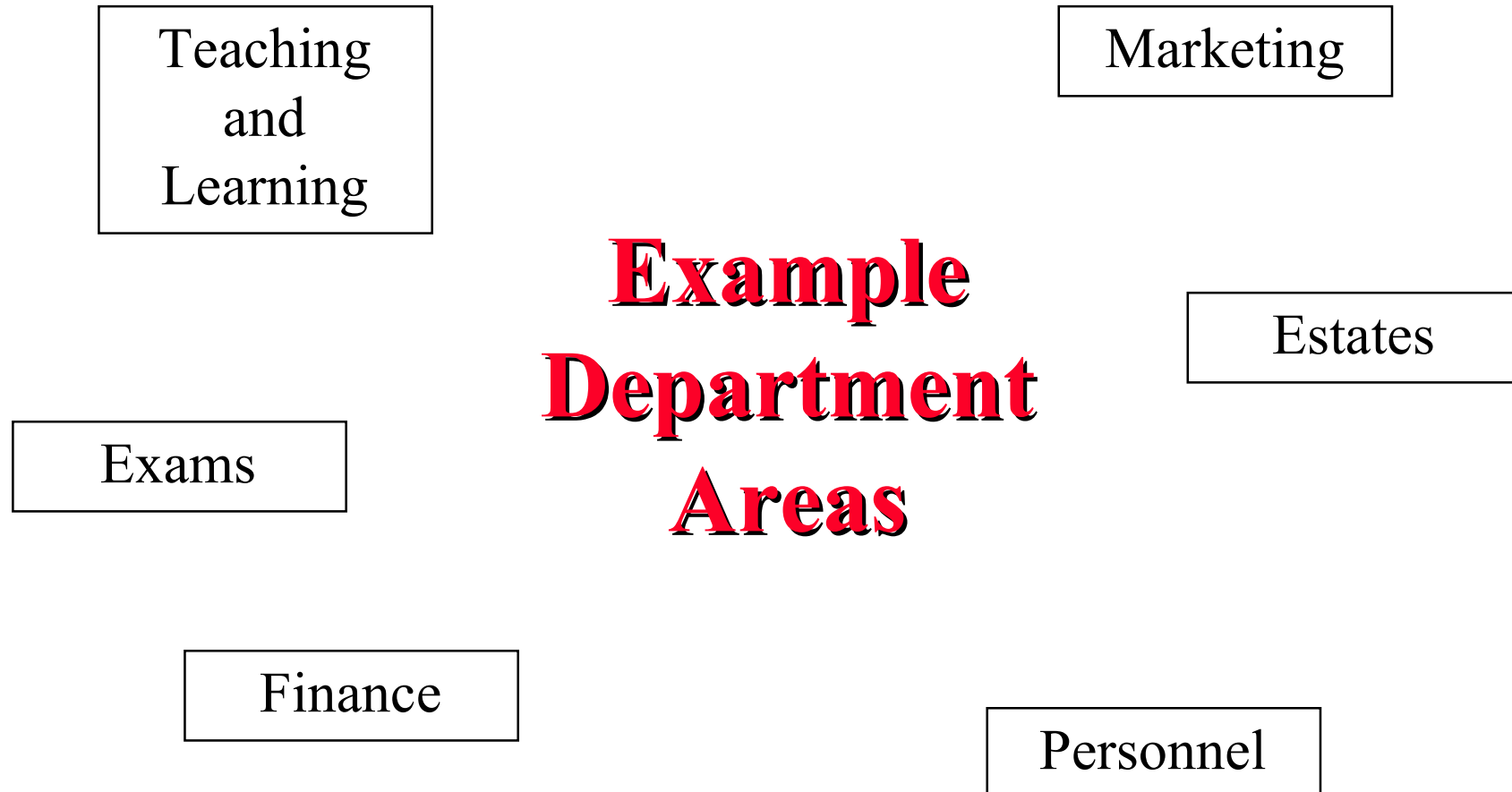
Key Documents

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# **Information required**

Looking at Departments in  
detail within the College?

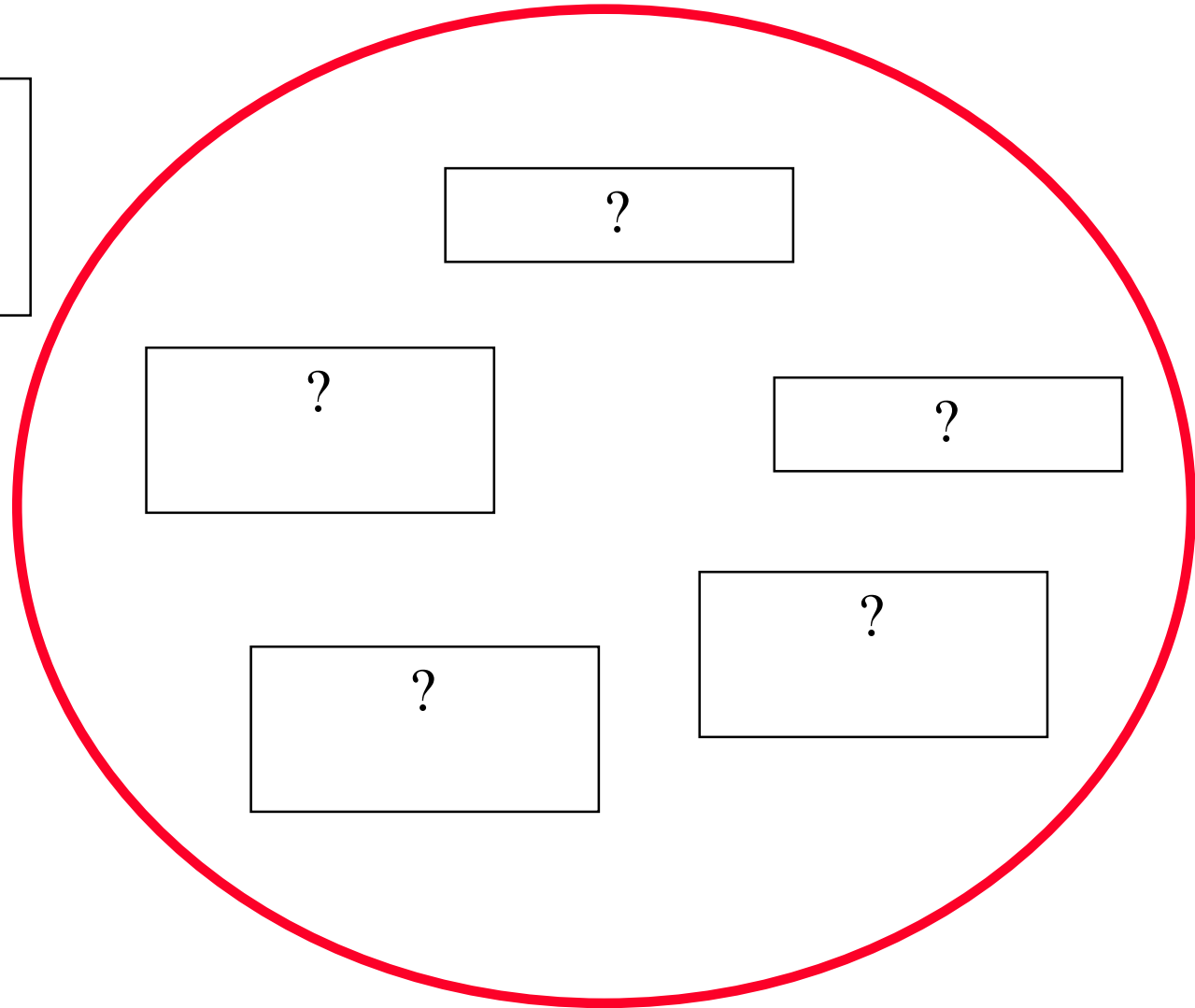
# Information required.



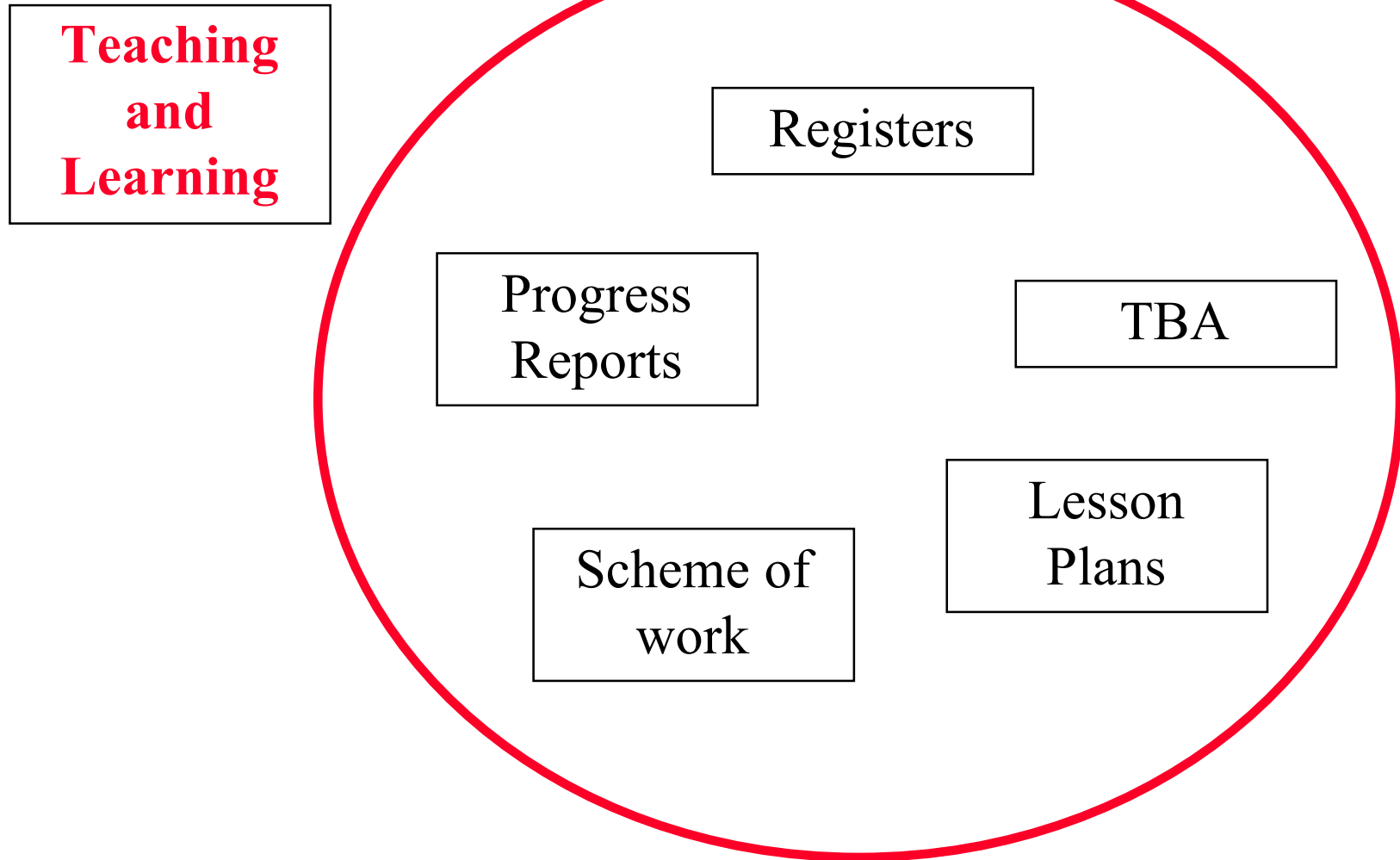
What sort of information might be needed for each departments area?

# Information required.

**Teaching  
and  
Learning**

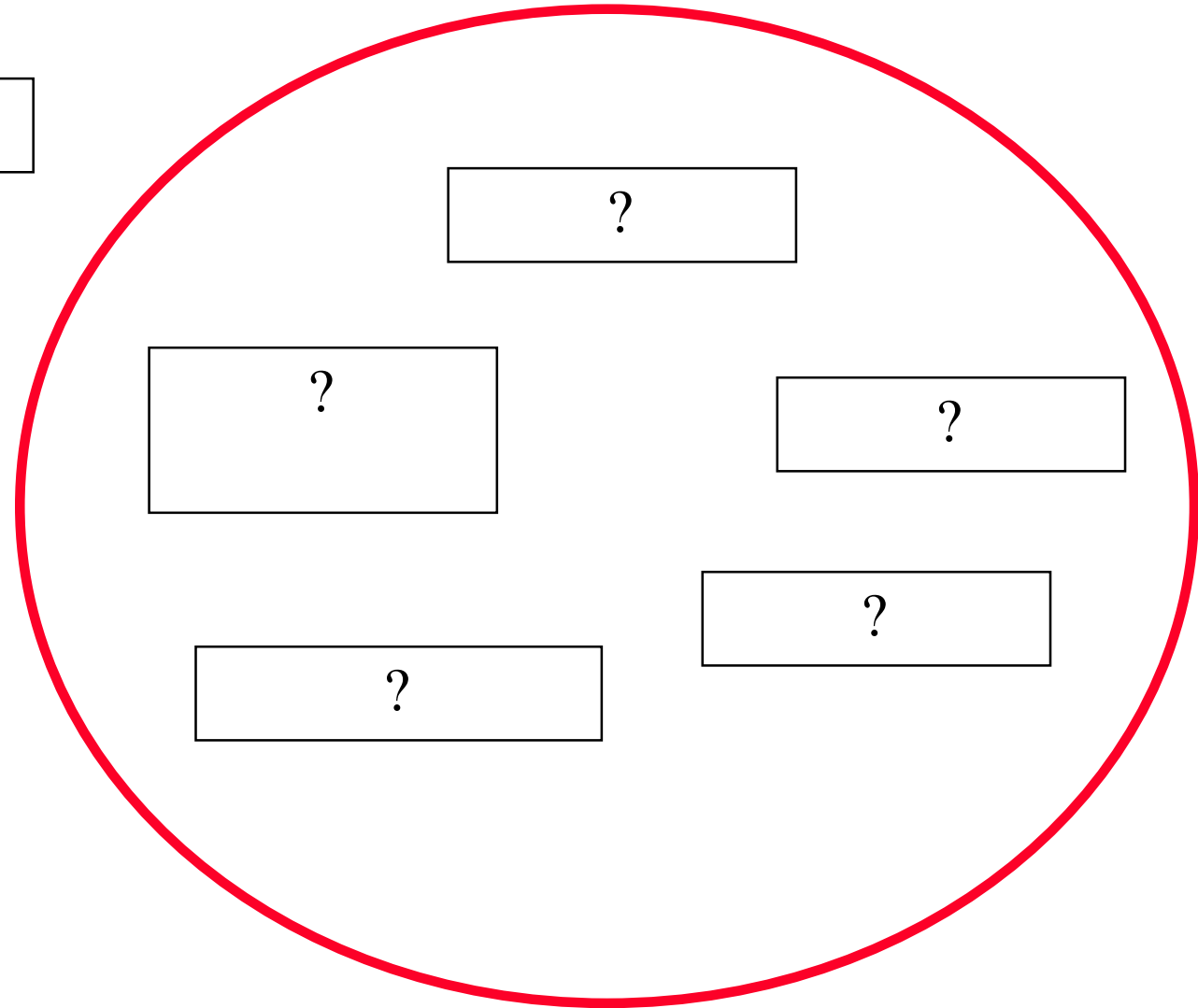


# Information required.

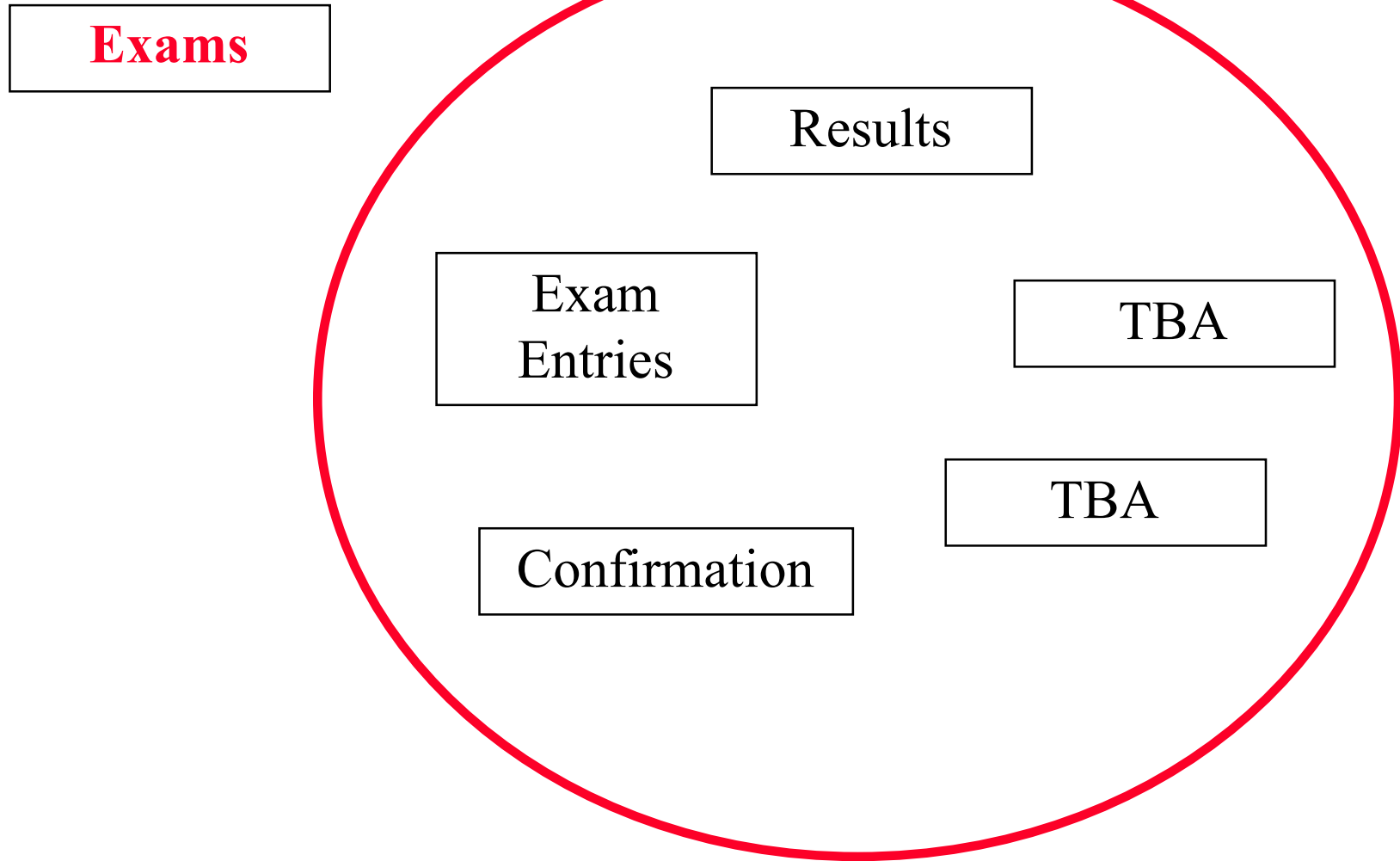


# Information required.

**Exams**



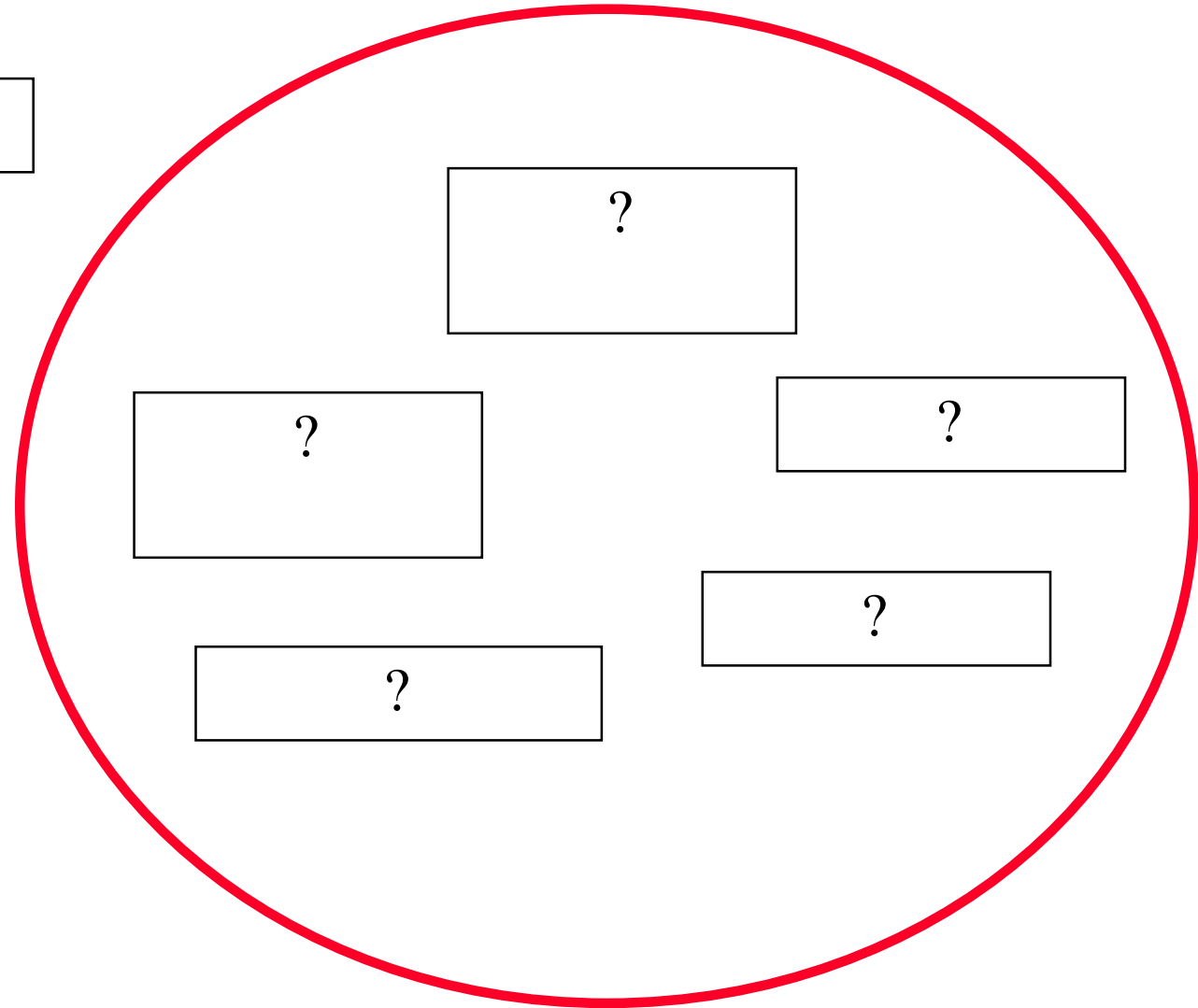
# Information required.





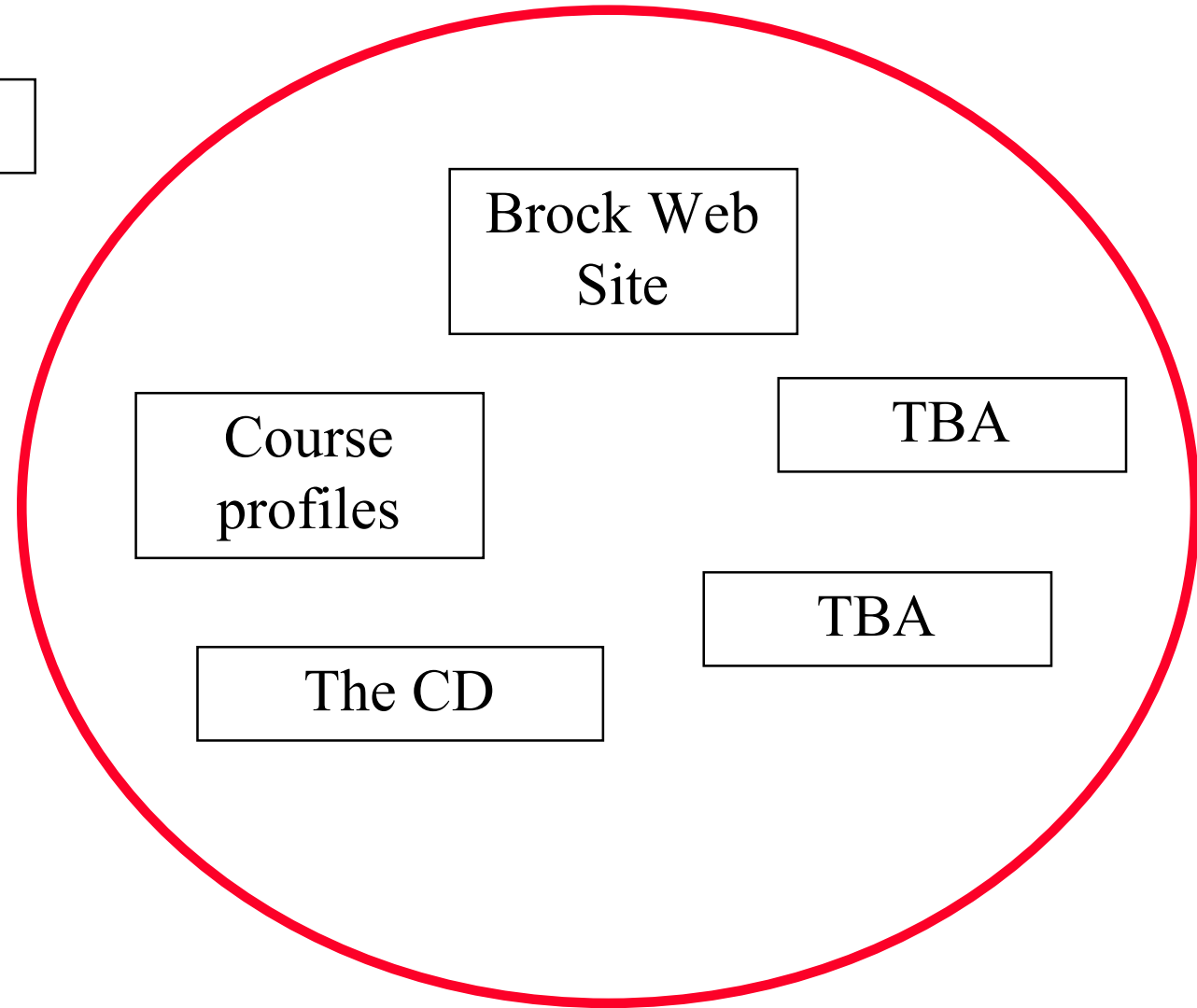
# Information required.

**Marketing**



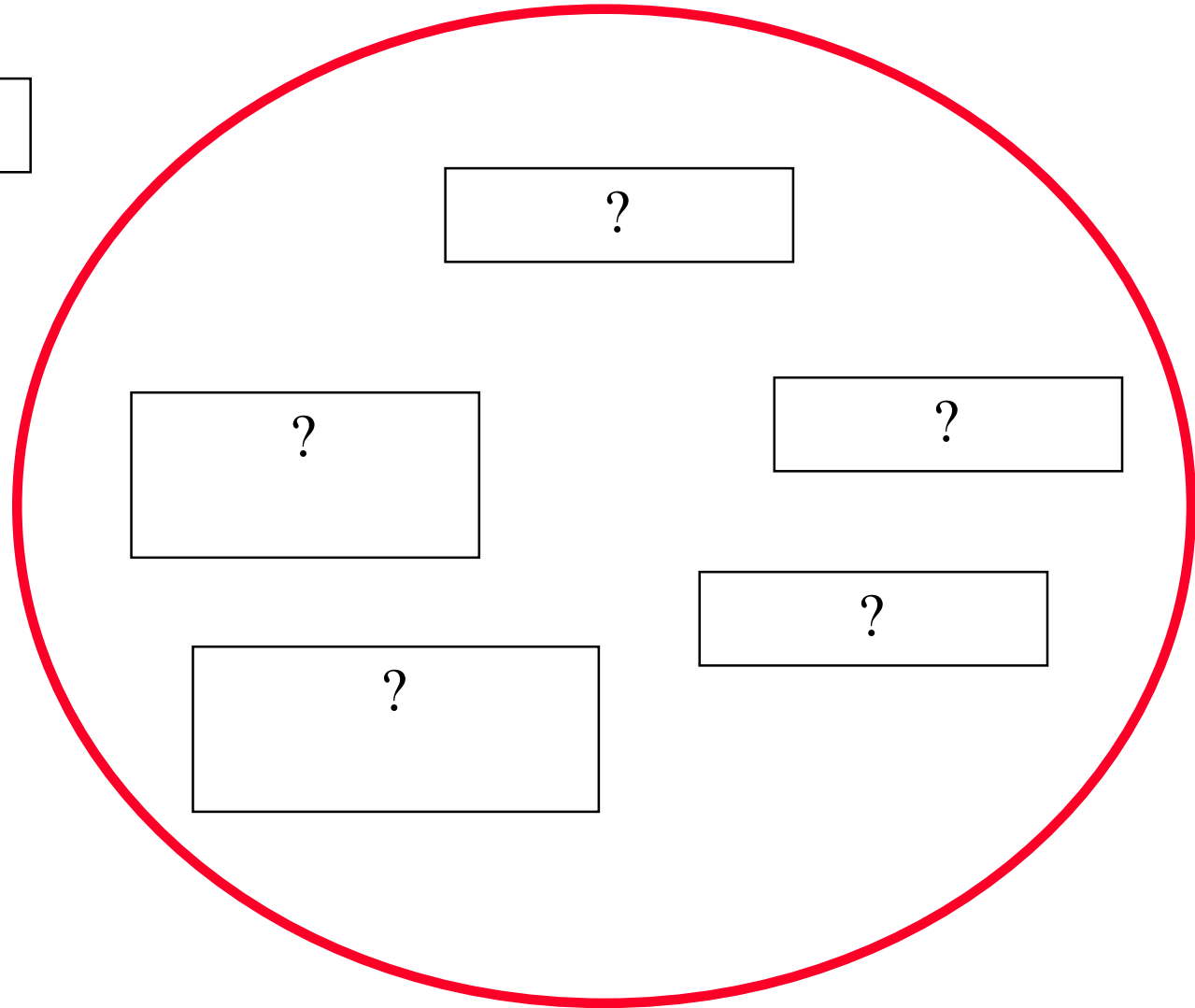
# Information required.

**Marketing**

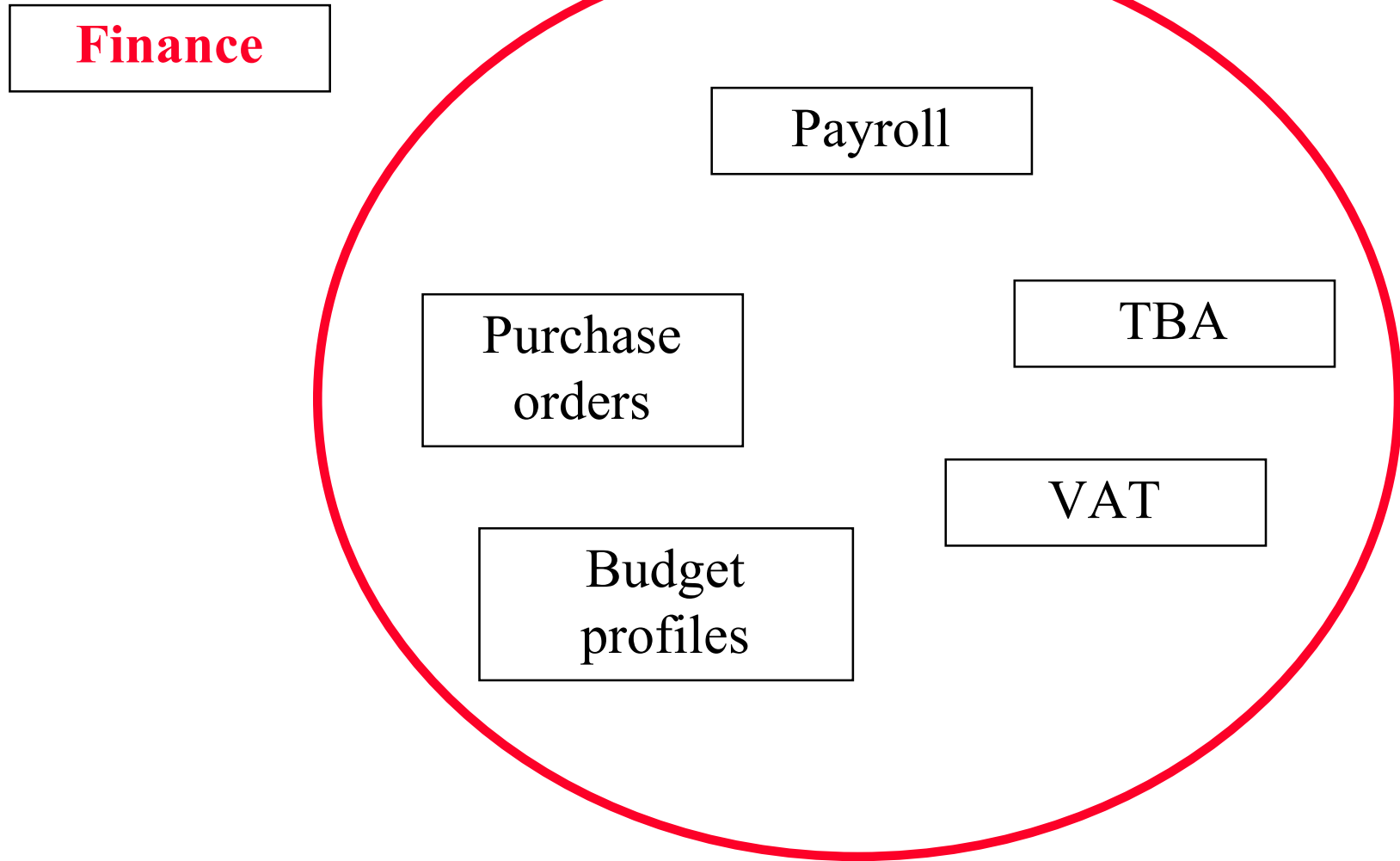


# Information required.

**Finance**

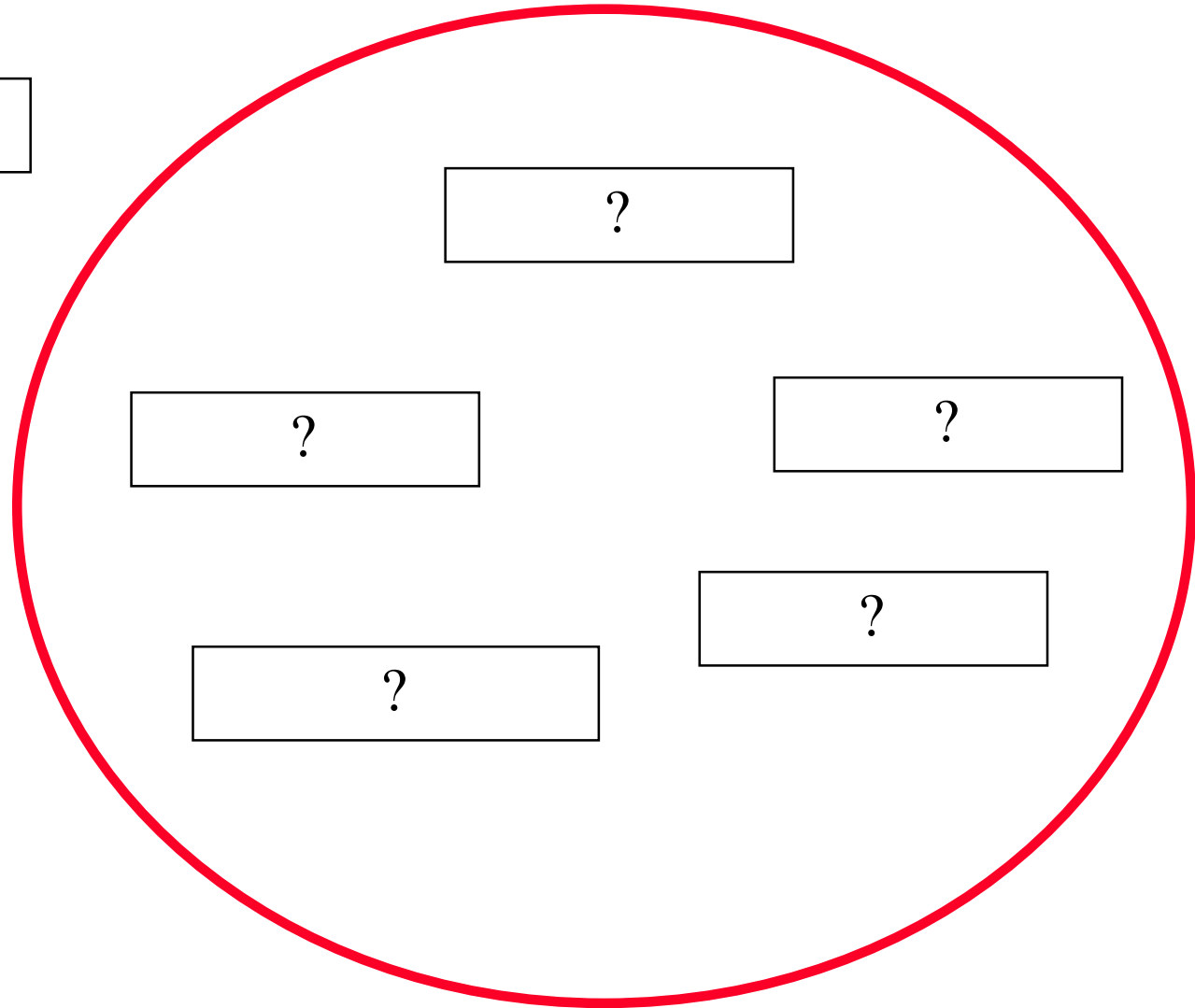


# Information required.



# Information required.

**Personnel**



# Information required.

**Personnel**

Vacancies

Staff CVs

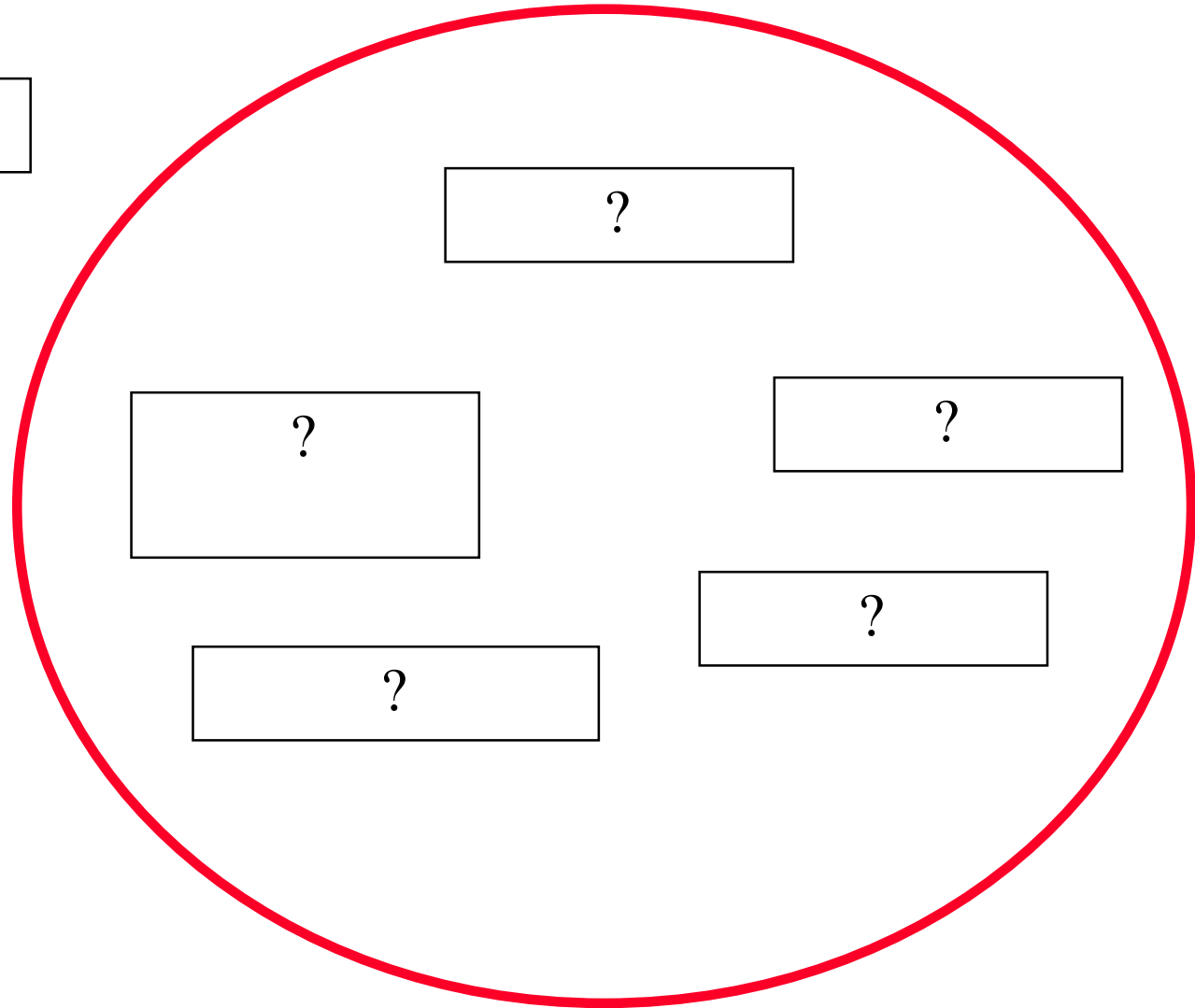
TBA

Staff Contracts

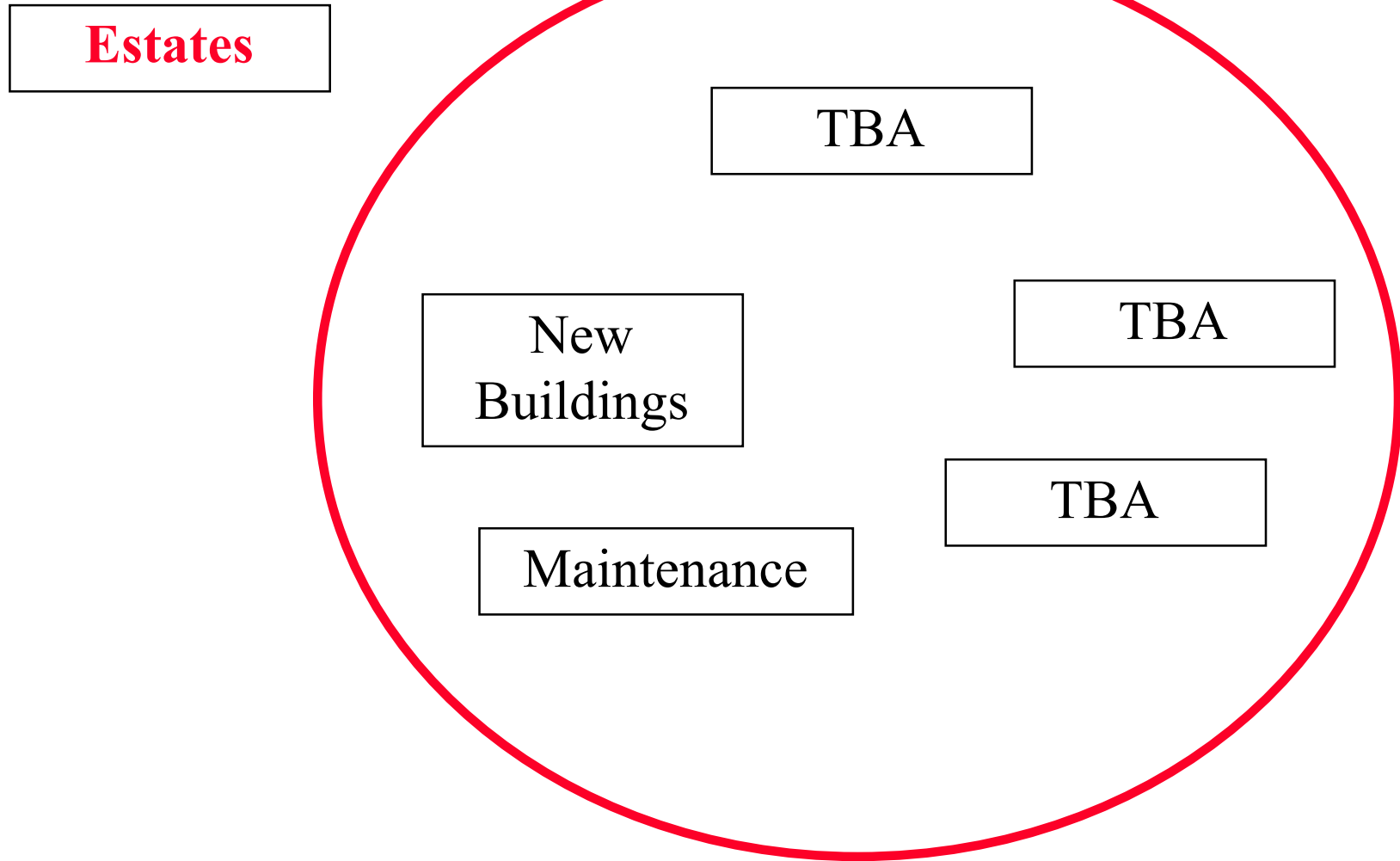
TBA

# Information required.

**Estates**



# Information required.





# Serving Organisation.

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Information Flows.

Key Documents

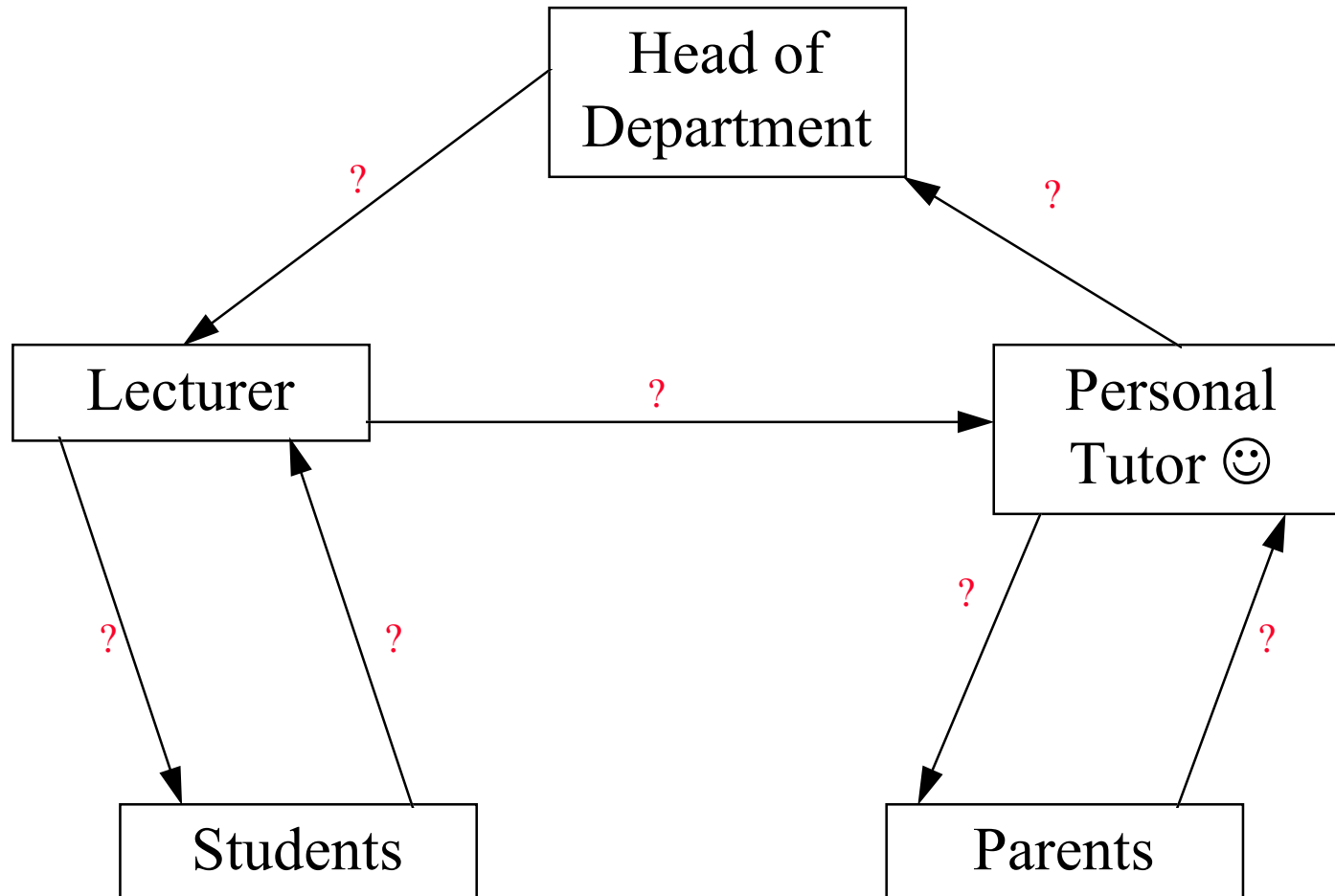
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# Information Flow Diagram.

Looking at Information flows  
within an Organisation ?

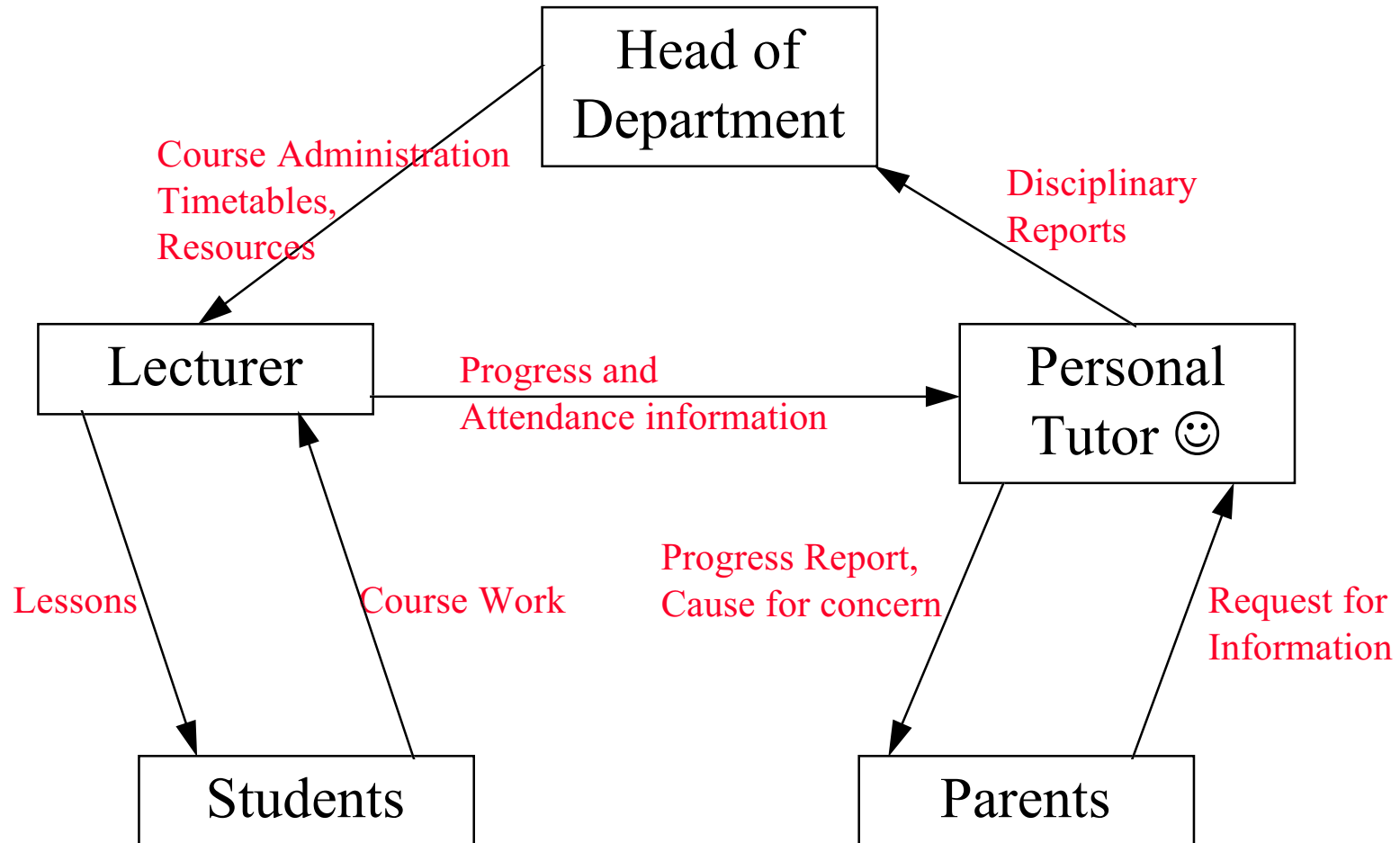
Example Teaching and learning.

# Information Flow Diagram.



What sort of information might flow between the various individuals?

# Information Flow Diagram.



# Serving Organisation.

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# A Key Document.

A key document its purpose and  
use.

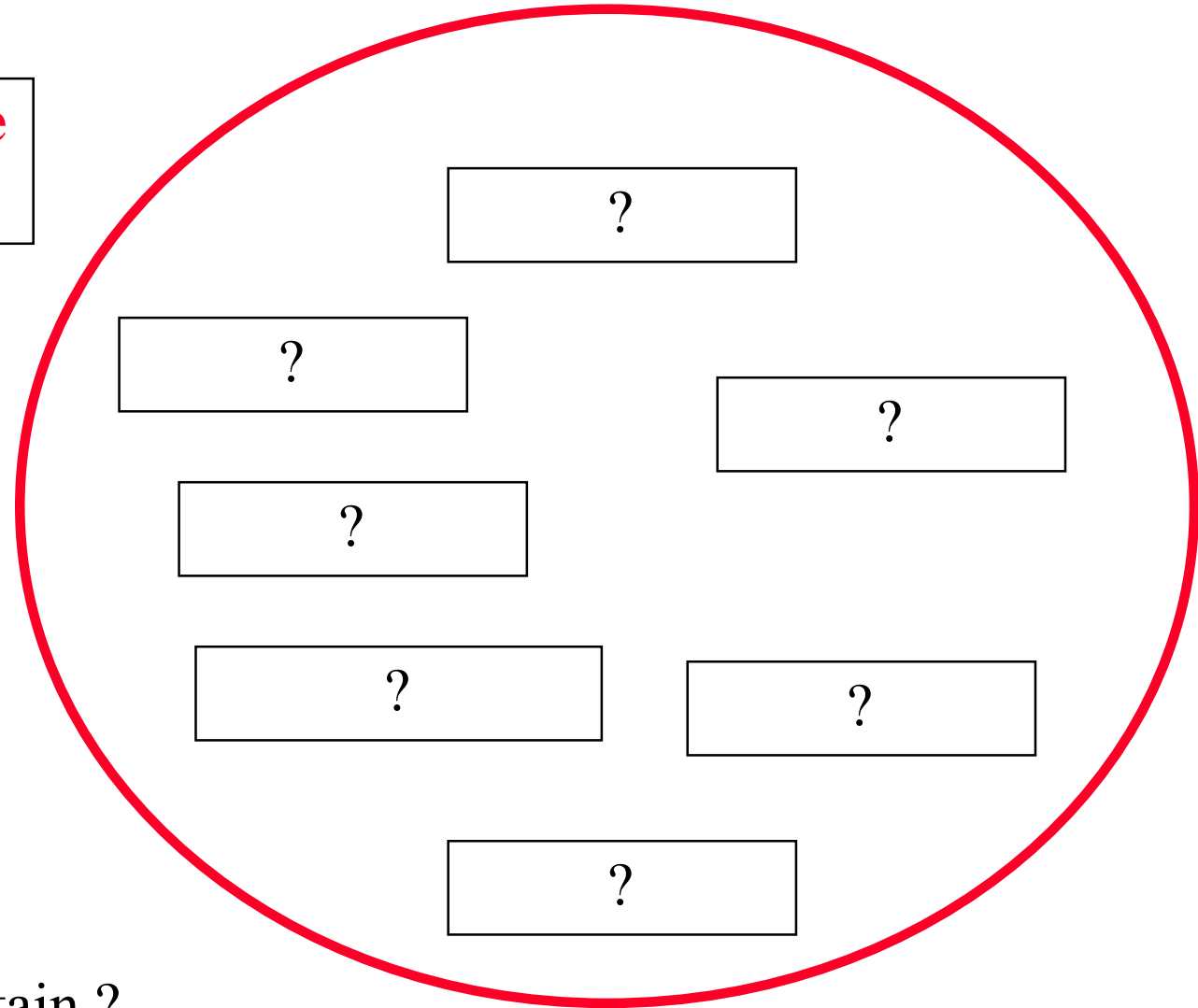
# A Key Document.

- **Questions you need to ask:**
- **What** is the Document used for?
- **What** information does the Document contain?
- **Who** uses the Document?
- **Where** is the Document used?
- **How** is the Document used?
- **When** is the Document used?

Let us consider for example (A Purchase order request)

# A Key Document.

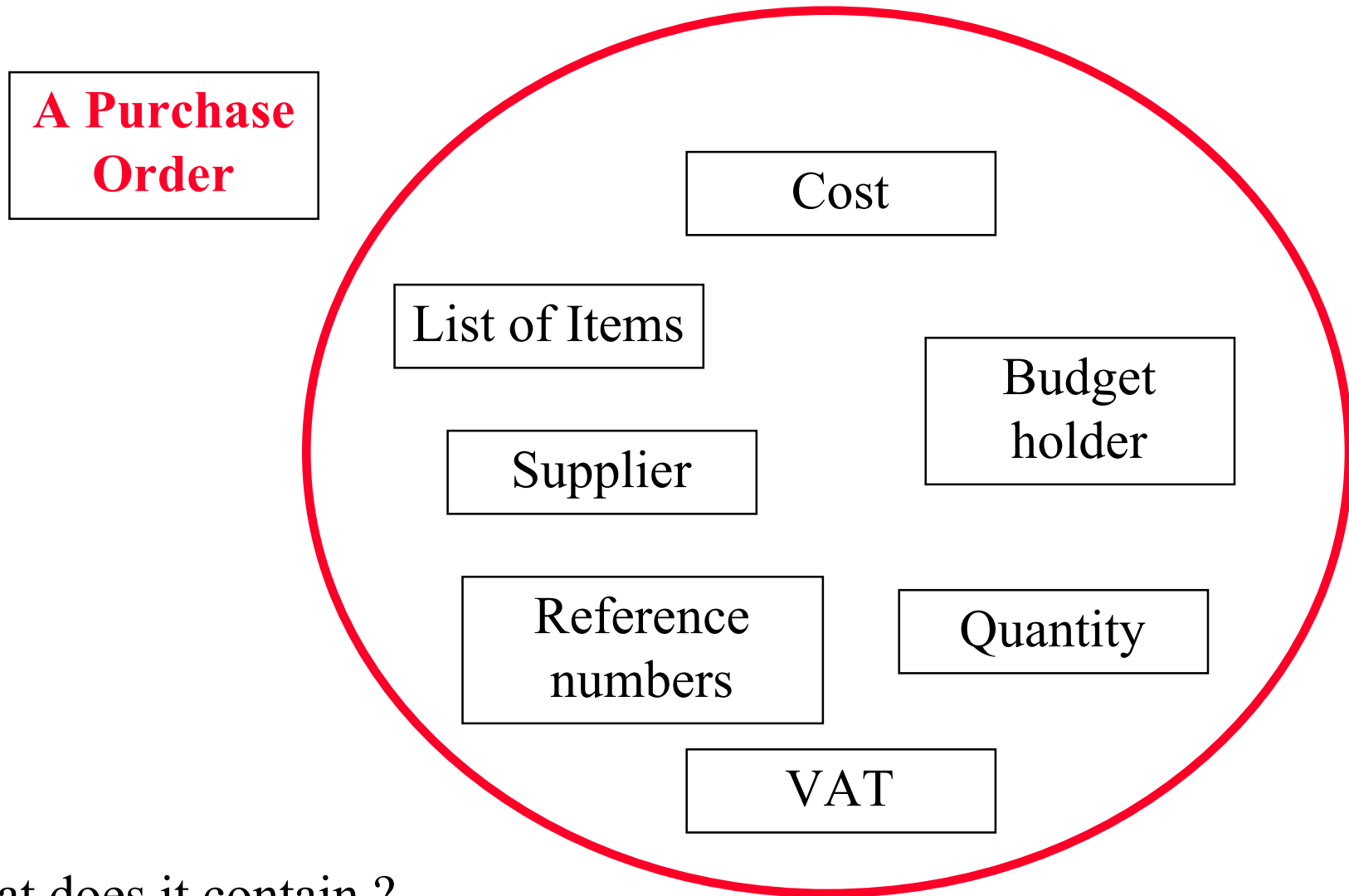
**A Purchase  
Order**



What does it contain ?



# A Key Document.



What does it contain ?

# A Key Document.

- **Questions you need to ask:**
- **What** is the Document used for?
  - To get resources.
- **Who** uses the Document?
  - Members of Staff.
- **Where** is the Document used?
  - All departments.
- **When** is the Document used?
  - When resources required.

Let us consider for example (A Purchase order request)

# A Key Document.

- **How** is the Document used?
  - Staff member completes form.
  - Form passed to budget holder for signing.
  - Finance send order to supplier.
  - Invoice and Goods returned from supplier and attached to documents
  - Budget holder account debited and document filed with other Budget holders other orders.
  - Goods issued to staff member.

Let us consider for example (A Purchase order request)

# Serving Organisation.

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# Question.

How might EDI  
Electronic Data Interchange  
be used?

Group Discussion...

# Activity 11.

# Document Compare.

- Collect two example documents from three different companies and compare the collected documents. You may download the documents from the Internet, however if you do download the documents reference when and where you located them. The documents **must** be different.
- Document **One** could be a Technical user guide for an amplifier.
- Document **Two** could be a review of the History of the company that built the amplifier.

# Document Compare.

- You should produce a clear and accurate description of each of the six documents which identifies the common elements of similar documents.
- You should give a detailed description, identifying good and bad points about the writing and presentation style of similar items commenting on their suitability for purpose and suggesting how they could be improved.



# Activity 12.

# Presentation and Powerpoint Concepts.

# Presentations.

## A Definition.

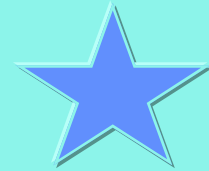
**“A structured, prepared and speech-based means of communicating information, ideas or arguments to a group of interested people in order to inform or persuade them.”**

# Presentations.

**How might we start ?**

**What might we include ?**

# Presentation Methods or Tools.



Maybe a Musical  
Introduction  
or Animation!



# Presentation Methods or Tools.

This is where you can excel

Be the Star of the Show

# **Presentation Methods or Tools.**

- Essential Information
- No matter what type of presentation you have been invited to deliver, certain information is basic and essential. Some questions you need to ask.
- The Event.
- The Format.
- The Location.
- The Audience.

# Presentation Methods or Tools.

## The Event.

- What is the purpose of the meeting ?
- Is it a regularly scheduled meeting or a special event ?
- Is it a formal or informal event ?
- What's the atmosphere - very serious or light ?
- Is your talk the main attraction ?



# Presentation Methods or Tools.

## The Format.

- What's the agenda for the day ?
- What's the format for your speech
  - a general session ?
  - a panel discussion ?
  - before, during, or after a meal ?
- What time do you begin speaking ?
- How long are you expected to speak ?

Also

# Presentation Methods or Tools.

## The Format.

- Will there be other speakers ?
- When will they be speaking ?
- What will they be speaking about ?
- Will any of them be speaking in opposition to your views ?
- What occurs before your speech ?
- What occurs after your speech ?

# Presentation Methods or Tools.

## The Location.

- Where will you speak ?
  - inside or outside?
  - what type of room banquet, meeting, auditorium, and so on ?
- How will the room be set up ?
- What equipment is available for you ?

# Presentation Methods or Tools.

## The Audience.

- What is the size of the audience ?
- Has it been required to attend ?
- Are the people there to hear you or for some other reason ?
- How much do they know about your topic ?
- Will they be in a rush to leave ?
- Will they be drinking ?
- Will they be drifting in and out as you speak ?
- How have they responded to other speakers ?
- What other speakers have they heard ?
- What do they expect from you ?

# **Presentation Methods or Tools.**

- What resources could we use :-
- Chalk (or white board) and Talk
- OHP (Over Head Projector)
- Flip Chart
- 35mm Slide show.
- Other (Film , Video)
- Powerpoint Slide show

# Presentation.

## Presentation Skills

# Presentation.

- Getting the presentation right (Editing).
- Read it out loud.
- Keep language simple.
- Use the active voice
  - There's a bonus given by the boss once a year (Passive).
  - The boss gives a bonus once a year (Active).
- Be Specific.
- Vary the pace.
- Be careful with abbreviations.
- Put it aside and come back to it.

# Powerpoint.

- Why use Powerpoint over other media ?
- One of the most popular presentation tools.
- Advantages
  - Slides are “easy” and “low cost” to produce.
  - They can be “Spell and grammar” checked.
  - They can be easily updated.
  - They can contain other software objects (music etc).
  - They can be stored in a controlled or sequential order.



# Powerpoint.

**Top 10**

1. Always bullet-point information on PowerPoint slides.
2. Try and avoid having more than 5 points on a PowerPoint slide.
3. Use a consistent style and format throughout.
4. Use the slides themselves, or use the printout option with additional notes, instead of a scripted speech.
5. Use the animation function to hide points until you get to them.

# Powerpoint.

## Top 10

6. Don't overdo the animation's and transitions as these can detract from your point.
7. Don't use the timed transitions or animation's unless you are VERY practiced!
8. Be careful with your colour scheme as the colours on the monitor will be slightly different when projected - usually paler - so make sure it's legible.
9. Use the function to print out handouts with your slides on, so people can make notes against the relevant slides.
10. Be prepared to live without it.

# OHP.

## Top 10

1. The OHP is better for bigger groups and pre prepared information.
2. Make sure the OHP lead can reach the plug safely, if in doubt, bring an extension lead.
3. Make sure the OHP work is in focus and that you are familiar with how it works before the session.
4. Acetates should be prepared well in advance, try to avoid handwritten acetates.
5. Never have more than 10 points on an acetate - preferable only 5 or 6.

# OHP.

## Top 10

6. When going through the points, cover the points you haven't got to yet and only reveal them as you come to discuss them.
7. Switch the OHP off when you are not referring to it.
8. Try and turn off the OHP as you change acetates - it looks more professional.
9. Photocopy your acetates and use them as handouts.
10. Be careful where you locate the OHP in relation to lights and windows as these can render it unreadable.

**Your Activity.**

**The Presentation.**

# Your Activity.

- Give a presentation to a group of potential distributors of your amplifier product.
- Inform and explain to your audience why they should stock your product. You may be expected to respond to technical questions from your audience.
- Typically you will need to produce about eight PowerPoint slides or overhead transparencies.
- The duration of your presentation will typically be no more than ten and not less than two minutes.
- Your presentation will be expected to have both a sales and technical content.

**Your Activity.**

**and finally**

**Your Activity.**

**The best of luck  
with your  
Presentation.**



# Activity 13.

**Proof Reading**  
**using**  
**British Standard Symbols.**

# Proof Reading Documents.

- As an Engineer you will eventually (in your career) have to produce a formal document, report or presentation etc.

To avoid **Embarrassment** you need to ....

- **Proof Read** your source. This is one of the most important activities you perform before publication or presentation of a document.
- There are a set of defined **BS symbols** that can be used so that a third party can use your corrections to modify a document to the state you require.
- There are a few general rules you need to implement before you start the formal process.



# Proof Reading Documents.

- The Basic Rules :-
- Print out your document with **line spacing** set to (at least) times **one point five** (1.5) preferably **times two**.
- Set up your page so that you have a **reasonable margin** on **both sides** of the page (Left & Right) with sufficient space to write in.
- Use a pen with a **different colour** to the basic page print colour **for** marking the **corrections**.
- And finally :-
  1. Ensure you are fully focused when you start the activity.
  2. Do not rush (or errors are bound to be overlooked).

# Proof Reading Documents.

The most common symbols you will be using are :-

The Insertion Symbol → 



The Deletion Symbol →  or 

**Example:** the amplifier you have sent ...

You wish to give more details about the amplifier and thank the supplier

# Proof Reading Documents.

The Insertion Symbol → 


The Deletion Symbol →  or 

Example: ~~the~~  amplifier you have sent ...

Becomes

Margin



I would  
like to  
thank you  
for the  
ZBR20 8Ω  
200 watt 

# Proof Reading Documents.

Example: I would like to thank you for the ZBR20 8Ω  
200 watt amplifier you have sent ...

# Proof Reading Documents.

Other Typographical (Typo) errors :-

How to Transpose words or characters.

**Example:** the amplifier have you sent ...

Becomes

the amplifier you have sent ...

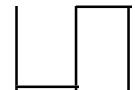
How to Change Capitals to Lowercase.

**Example:** the AMPLIFIER you have sent ...

Becomes

the amplifier you have sent ...

Margin



≠



# Proof Reading Documents.

Other Typographical (Typo) errors :-

How to change characters to italics.

**Example:** the amplifier you have sent ...

Becomes

the *amplifier* you have sent ...

How to change characters / words to Capitals.

**Example:** the amplifier you have sent ...

Becomes

The amplifier you have sent ...

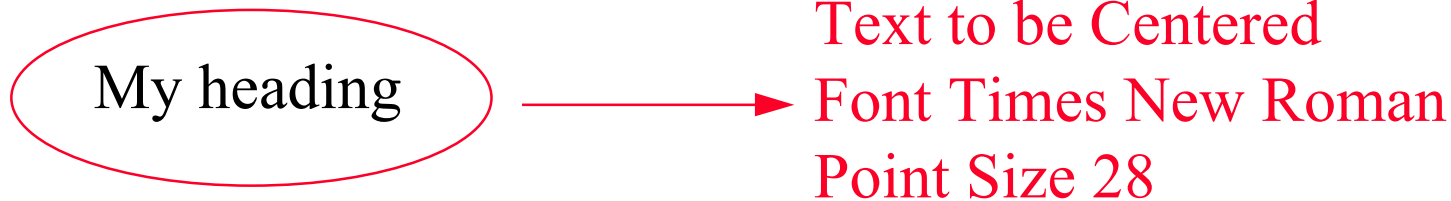
Margin



# Proof Reading Documents.

Special Typographical directions

Circle and append directions :-



A full summary of the Proof Reading Symbols can be located in the document Book4\_09.doc

**End Slide**

# Revision Page

**Title**

Information and Communications Technology

**Author**

R. J. Spriggs

**Last Update**

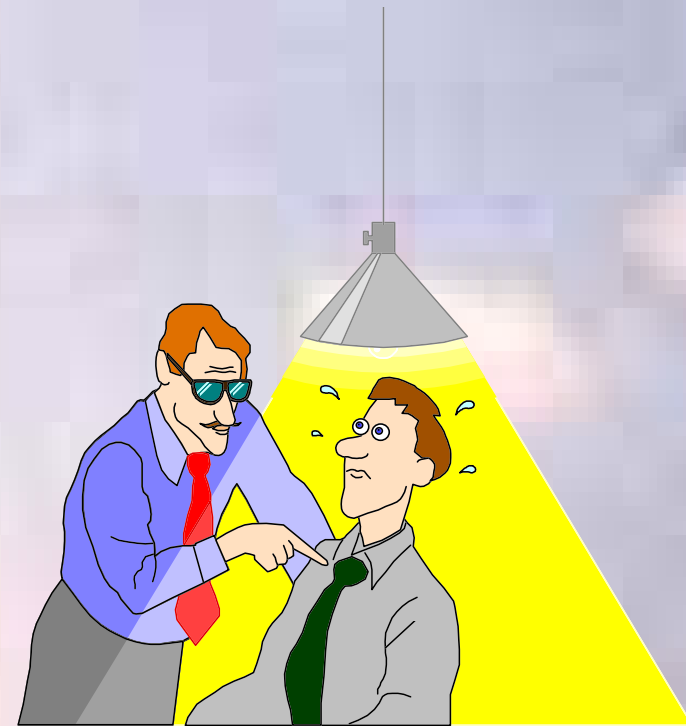
23/May/2006

**Version**

2.11

**Edit**

0143



## **Reference Documents Page**

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