**3.2 I can describe ways to improve productivity and efficiency**

Using keyboard shortcuts enables faster work, more efficiency and increased precision, thereby saving time, improving productivity and quicker accomplishment of more tasks.

Taking typing lessons can be beneficial to improve speed and accuracy of typing, it can also help improve your English and be very efficient and time saving.

Advantages of using macros, a process can be repeated many times without the need to re-enter commands and parameters into instruction input fields. The result is an increase in efficiency and accuracy. The efficiency comes from the saving in operators time while the accuracy is the result of the avoidance of repetitive operations which results in miss keyed, double entry or missed entry of required data.

Templates can ease workload, increase efficiency, simplify the creation of documents. Templates can be especially useful, if the same document is used on a regular basis.

**3.3 I can develop solutions to improve my own productivity in using IT**

I have learnt many keyboard shortcuts, by researching the internet and viewing relevant videos, this has helped me immensely on improving my productivity in producing documents more efficiently and with accuracy. I have learnt about file structures and saving methods, to have all my files in an organized way, making it easier to find a file/ document quickly. I have bookmarked useful websites, and links, which I will be using on a regular basis, the bookmark tool enables me quick access to the relevant websites, instead of going through search and looking online, which can be time consuming, and stressful at times.