SVQ for IT Users (ITQ) — level 1 (SCQF level 4)

F9D6 04: Word Processing Software 1

3 SCQF credit points at SCQF level 4

Description: This is the ability to use a software application designed for the creation, editing and production of largely text-based documents.

Outcome	Skills and Techniques	Knowledge and Understanding
On completion of this Unit the candidate should be able to:		
1 Enter, edit and combine text and other information accurately within word processing documents.	1 Use **keyboard or other input method** to enter or insert text and other information. 2 Combine information of different types or from different sources into a document. 3 Enter information into existing tables, forms and templates. 4 Use **editing tools** to amend document content. 5 **Store and retrieve** document files effectively, in line with local guidelines and conventions where available.	1 Identify what **types of information** are needed in documents. 2 Identify what templates are available and when to use them.
2 Structure information within word processing documents.	1 Create and modify **tables** to organise tabular or numeric information. 2 Select and apply heading styles to text.	
3 Use word processing software tools to format and present documents.	1 Select and use appropriate techniques to **format characters and paragraphs.** 2 Select and use appropriate **page layout** to present and print documents. 3 **Check documents** meet needs, using IT tools and making corrections as necessary.	1 Identify what formatting to use to enhance presentation of the document.

Note: The **emboldened** items are exemplified in the Support Notes.

Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge and Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this award and encompass a range of evidence types.

NB: It is possible to achieve this Unit by Accreditation of Prior Achievement (APA), however, the relevant evidence must be referenced within the portfolio.

General information

This Unit equates to NOS (National Occupational Standards for IT Users 2009) code WP: Word Processing Software level 1. It has a stated number of SCQF credit points = 3 at SCQF level 4.

Support Notes

Summary

A SCQF level 4 (ITQ level 1) user can use a range of basic word processing software tools and techniques to produce appropriate straightforward or routine documents. Any aspect that is unfamiliar will require support and advice from others.

Word processing tools and techniques will be described as 'basic' (foundation level) because:

♦ the software tools and functions will be pre-determined or commonly used
♦ the techniques needed for text entry, manipulation and outputting will be straightforward or routine

Examples of context: Typical documents may include — letters, envelopes, memos, simple reports, faxes, CVs, agendas, posters, travel directions, and simple web pages.

Examples of content are given separately for highlighted text, where explanatory notes are required on terminology in the Outcomes, and do not form part of the standards. Such examples are not meant to form a prescriptive list for the purposes of assessment but rather to amplify and interpret the generic terms used in the Performance Criteria in the light of current usage of ICT systems and software. These examples are subject to change as new tools and techniques become commonplace and older ones drift out of use.

The examples given below are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment.

Outcome 1

Types of information: Text, numbers, images, other graphic elements (eg lines, borders).

Keyboard or other input method: Keyboard skills: using the full range of keys, typing accurately and efficiently, keyboard shortcuts.

Other input methods: Voice recognition, touch screen, stylus.

Editing tools: Editing tools appropriate to the type of information, for example select, copy, cut, paste, undo, redo, drag and drop, find, replace, insert, delete, size, crop, position.

Store and retrieve: Files (eg create, name, open, save, save as, print, close, find).

Outcome 2

Tables: Add table, insert and delete rows and columns, adjust column width.

Outcome 3

Format characters: Size, font style (typeface), colour, bold, underline and italic.

Format paragraphs: Alignment, bullets, numbering, line spacing, borders, shading.

Page layout: Size, orientation, margins, page breaks, page numbering; standard document layouts (eg letter, memo).

Check word processed documents: Spell check, grammar check, typeface and size, page layout, margins, line and page breaks, tables, print preview, accuracy, consistency.

Guidance on examples of evidence

Typical examples of evidence for Outcomes 1–3

Typical documents may include letters, envelopes, memos, simple reports, faxes, CVs, agendas, posters, travel directions and simple web pages.

To assess competence in the Knowledge and Understanding sections for all of the Outcomes a knowledge test in the form of multiple-choice questions (say 16–20 questions) or candidate statement or expert witness testimonial statements or a semi structured interview could be employed. Either one or a combination of these methods would be appropriate. If oral questioning techniques are employed it is essential to keep a record of the questions asked, together with a record in a suitable format of the candidate's responses to these for evidence purposes.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website **www.sqa.org.uk/assessmentarrangements**