



## Higher National Unit specification

### General information for centres

**Unit title:** IT in Business: Advanced Word Processing

**Unit code:** F84A 35

**Unit purpose:** This Unit is designed to allow candidates to develop and apply advanced word processing skills to assist in the production of business related documents. Candidates will be required to solve problems and make decisions relevant to a working environment. The Unit would be suitable for candidates wishing to gain advanced skills in document management and processing.

On completion of the Unit candidates should be able to:

- 1 Evaluate existing document processing procedures and explain the importance of an organisational house style.
- 2 Create pro forma documents and macros to meet an agreed organisational house style.
- 3 Perform an advanced mail merge.
- 4 Apply advanced word processing skills to produce business documents to an organisational house style.

**Credit points and level:** 1 HN credit at SCQF level 8: (8 SCQF credit points at SCQF level 8\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Access to this Unit is at the discretion of the centre. However it would be beneficial if candidates have achieved the Unit *IT in Business: Word Processing and Presentation Applications* (F84C 34) or equivalent, or relevant work experience.

**Core Skills:** The achievement of this Unit gives automatic certification of the following:

- ◆ Critical Thinking at SCQF level 6

There are also opportunities in this Unit to develop aspects of the Core Skill components Planning and Organising at SCQF level 6, Accessing Information at SCQF level 6, and Written Communication at SCQF level 5, and these are highlighted in the Support Notes of this Unit specification.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

## General information for centres (cont)

**Assessment:** Evidence for this assessment can be generated through assessment of a given case study or a real work place situation. It is recommended that assessment for this Unit is thematic and that an approach is adopted to ensure there is correlation between Outcomes. Outcomes 1, 2, 3 and 4 may be assessed together. A portfolio of evidence could be compiled and this may be stored electronically or in hard copy format.

Since the Critical Thinking component of the *Problem Solving* Core Skill at SCQF level 6 is embedded in this Unit, it is strongly recommended that you follow the assessment guidelines given. If you wish to use a different assessment model, you should seek prior moderation of the assessment instrument(s) you intend to use to ensure that the Core Skill is still covered.

An assessment exemplar has been produced to indicate the national standard of achievement required at SCQF level 8.

## Higher National Unit specification: statement of standards

**Unit title:** IT in Business: Advanced Word Processing

**Unit code:** F84A 35

The sections of the Unit stating the Outcomes, Knowledge and/or Skills, and Evidence Requirements are mandatory.

### Outcome 1

Evaluate existing document processing procedures and explain the importance of an organisational house style

#### Knowledge and/or Skills

- ◆ Business documents
- ◆ Evaluation techniques
- ◆ House style
- ◆ Mailable copy

#### Evidence Requirements

Candidates will need to provide evidence to demonstrate their Knowledge and/or Skills by showing that they can, for a given scenario:

- ◆ Evaluate existing document processing procedures
- ◆ Recommend and explain improvements to an existing organisational house style
- ◆ Define acceptable mailable copy
- ◆ Provide examples of new templates and macros for four business documents to meet the new house style
- ◆ Explain the use of house style, templates and macros in terms of corporate image, reputation, productivity, efficiency, quality and professionalism

#### Assessment Guidelines

Outcomes 1, 2, 3 and 4 may be assessed together. The documents created in Outcome 2 may be used as examples of new templates and macros for Outcome 1. The house style generated in Outcome 1 and documents created in Outcome 2 may assist in the production of documents and templates for Outcomes 3 and 4.

Candidates should recommend and justify improvements to an existing organisational housestyle. An acceptable mailable copy standard should be defined which may be incorporated within the recommended house style. The evidence required for Outcome 1 may be produced in a report, attaching standard documents, although this is not prescriptive. This report may be presented in any suitable way for example printed, submitted electronically, written, oral or signed. If this report is created electronically it may be used as evidence covering the word processing features for Outcome 4. It is envisaged that all Outcomes will be assessed in a particular context, for example, within one organisation. There may be opportunities to assess this Outcome using a VLE, hard copy or electronic copies, where appropriate.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** IT in Business: Advanced Word Processing

### **Outcome 2**

Create pro forma documents and macros to meet an agreed organisational house style

#### **Knowledge and/or Skills**

- ◆ Templates
- ◆ Macros
- ◆ Master document
- ◆ E-form

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Create three templates for business documents which meet house style standard
- ◆ Create one master document containing three sub documents which meet house style standard
- ◆ Create two macros, accessible in two ways which meet house style standard
- ◆ Create an e-form for a specific purpose using three of the following features: checkbox form field, drop down form field, customised text form field, form help text, advanced table features

#### **Assessment Guidelines**

Outcomes 1, 2, 3 and 4 may be assessed together. The documents created in Outcome 2 may be used as examples of new templates and macros for Outcome 1. The house style generated in Outcome 1 and documents created in Outcome 2 can assist in the production of documents for Outcome 3 and 4. It is envisaged that all outcomes will be assessed in a particular context, for example, within one organisation. There may be opportunities to assess this Outcome using a VLE, hard copy or electronic copies, where appropriate.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** IT in Business: Advanced Word Processing

### **Outcome 3**

Perform an advanced mail merge

#### **Knowledge and/or Skills**

- ◆ Document composition
- ◆ Data sources
- ◆ Mail merge rules

#### **Evidence Requirements**

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Compose a mail merge document from incomplete information containing eight fields from another data source
- ◆ Select and use information from two data sources including one from a different application
- ◆ Edit an existing recipient list making two edits
- ◆ Specify one mail merge rule to add decision-making ability to mail merge
- ◆ Create merge documents meeting one rule criterion for six recipients

#### **Assessment Guidelines**

Outcomes 1, 2, 3 and 4 may be assessed together. The documents created in Outcome 2 may be used as examples of new templates and macros for Outcome 1. The house style generated in Outcome 1 and documents created in Outcome 2 may assist in the production of documents for Outcome 3 and 4. It is envisaged that all Outcomes will be assessed in a particular context, for example, within one organisation. There may be opportunities to assess this Outcome using a VLE, hard copy or electronic copies, where appropriate.

## Higher National Unit specification: statement of standards (cont)

**Unit title:** IT in Business: Advanced Word Processing

### Outcome 4

Apply advanced word processing skills to produce business documents to an organisational house style

#### Knowledge and/or Skills

- ◆ Document management
- ◆ Referencing
- ◆ Graphics and objects
- ◆ Advanced document formatting
- ◆ Track changes

#### Evidence Requirements

Candidates will need to provide evidence to demonstrate their knowledge and/or skills by showing that they can:

- ◆ Use document management features — a template, a macro, a master document and manage sub documents
- ◆ Use layout and appearance features — paragraphing, breaks, customised headers and footers for different parts of a long document, automated multi-level numbering
- ◆ Format text using dropped capitals, date and time boxes, signature lines
- ◆ Customise columns, including customised column/spacing width settings, with/without line separator, for part of a document
- ◆ Insert three illustrations
- ◆ Insert one object, examples include organisation chart, textbox, drawings
- ◆ Use referencing features correctly — one occurrence of a bookmark and one occurrence of a cross-reference
- ◆ Use the style function — create one customised style and apply using three of the following formatting options: font, paragraphing, borders, tabs, shortcut key
- ◆ Create a table of contents — multi-level — to three levels
- ◆ Use track changes and comments — accept three changes and reject two changes

#### Assessment guidelines

Outcomes 1, 2, 3 and 4 may be assessed together. The documents created in Outcome 2 may be used as examples of new templates and macros for Outcome 1. The house style generated in Outcome 1 and documents created in Outcome 2 may assist in the production of documents for Outcome 3 and 4. It is envisaged that all outcomes will be assessed in a particular context, for example, within one organisation. There may be opportunities to assess this Outcome using a VLE, hard copy or electronic copies, where appropriate.

## Administrative Information

**Unit code:** F84A 35

**Unit title:** IT in Business: Advanced Word Processing

**Superclass category:** AZ

**Original date of publication:** August 2010

**Version:** 01

### History of changes:

Version	Description of change	Date

**Source:** SQA

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## Higher National Unit specification: support notes

**Unit title:** IT in Business: Advanced Word Processing

**Unit code:** F84A 35

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### Guidance on the content and context for this Unit

This Unit is likely to form part of a group award and is designed to provide candidates with the knowledge and skills for further study or employment in an administrative environment. This is a mandatory Unit within HND *Administration and Information Technology* (G9M8 16) but may form part of other group awards and can be delivered on a stand-alone basis.

This Unit is designed to develop the technical and administrative knowledge relevant to current administrative practice and prepare candidates for employment in an administrative role, for example Office Manager or Administrator. Candidates should therefore be introduced to a variety of up to date office software and examples of industry standard office procedures and practices. Candidates should also develop an awareness of professional issues such as legal, data management and ethical considerations during development and creation of business documents.

Candidates should develop in-depth technical skills to facilitate a high level of competence in the component functions of the word processing programme. This Unit should also develop critical and evaluative thinking. Candidates should be able to critically evaluate existing business documentation, synthesise ideas, concepts and issues to allow the generation and presentation of information into professional documents.

Most organisations will have a preferred house style and candidates should be introduced to this concept. An appropriate housestyle should be agreed between the assessor and candidate. Where candidates hold an appropriate job role, their employer's housestyle may be used if agreed with the assessor. Candidates should recommend and justify improvements to an existing organisational house style taking into account corporate image, reputation, productivity, efficiency, quality and professionalism, and acceptable, mailable copy.

### Guidance on the delivery and assessment of this Unit

Evidence can be generated through assessment of a given case study or a real work place situation. Where a case study is created, realistic documentation should be used throughout and a thematic approach adopted across all Outcomes. Outcomes 1, 2, 3 and 4 may be assessed together. The standard documents created in Outcome 2 can be used as examples of new templates and macros for Outcome 1 and assist in the production of documents in Outcome 3 and 4. There may be opportunities to assess this Outcome using a VLE, hard copy or electronic copies, where appropriate. There is no compulsory time element for each outcome, however, guidelines are provided at the end of this guidance section.

There are links between this Unit and other mandatory Units within the HND *Administration and Information Technology* Group Award (G9M8 16). Some examples are suggested but they are not exhaustive.

## Higher National Unit specification: support notes (cont)

### Unit title: IT in Business: Advanced Word Processing

Knowledge and skills developed in the Unit *Communication: Analysing and Presenting Complex Information* (DE3N 34) may assist candidates in the development of formal business documents for Outcome 1 and provide the underpinning knowledge to structure information effectively to a prescribed business format.

The knowledge gained in Outcome 1 of this Unit can support the underpinning knowledge required for Outcome 1 in the Unit *Office Management* (F84D 35).

As candidates progress it is advisable that they are made aware that topic areas covered are available for sample within *Administration and Information Technology: Graded Unit 2* (F84X 35) and *Administration and Information Technology: Graded Unit 3* (F84Y 35). Candidates should consider the different circumstances in which they would use advanced word processing features and identify relevant business examples to support revision for Graded Unit 2. The skills developed in evaluating existing business documentation and overcome existing document management problems by developing new standards and procedures will support part of the underpinning knowledge required for Graded Unit 3.

### Outcome 1

Candidates should develop skills in evaluating existing documentation in order to create, edit and improve document management within the organisation as stated in evidence requirements. The assessment for Outcome 1 may be based on a real-workplace scenario where agreed with the lecturer and candidate. If centres wish to direct candidates to specific documents for analysis then these documents may be used in the given scenario provided for document production in Outcomes 2, 3 and 4.

Throughout the teaching of this Unit candidates can be encouraged to develop an awareness of professional issues such as legal, data management and ethical considerations in relation to the generation of standard documents. For example, in creating a standard form to hold personal data, candidates should be encouraged to consider the legal and ethical implications of storing this data.

Where candidates have not achieved the Unit *IT in Business: Word Processing and Presentation Applications* (F84C 34), or equivalent, centres are encouraged to identify appropriate pre-course preparation. For example, candidates could be provided with examples of house style documents, including examples of the business documents they are most likely to encounter.

Candidates are asked to define an acceptable mailable copy standard and agree house style standards with the assessor and therefore may be encouraged to research house style standards in use in industry by undertaking some research in this area.

Candidates can also be encouraged to research examples of good practice in the design of standard forms and the legal, data management and ethical considerations in relation to the generation of these forms.

Where research has been undertaken candidates could also be encouraged to seek out their own sources which could be referenced in any submission.

The standard documents created in Outcome 2 can be used as examples of new templates and macros required for Outcome 1.

## Higher National Unit specification: support notes (cont)

### Unit title: IT in Business: Advanced Word Processing

#### Outcome 2

Candidates are required to create three templates and two macros for Outcome 2 which can be used as evidence for the standard documents required for Outcome 1. The generation of these templates and macros can also assist in the production of documents for Outcomes 3 and 4. For example a letterhead template may be generated which will assist in the production of the letter for Outcome 3. A macro may be generated to insert and format a logo and signature line for the letter for Outcome 3. A macro may also be generated to combine multiple commands for Outcome 4, for example, the insertion and formatting of an object or the insertion of a table with a specific size and borders with a specific number of rows and columns.

The standard documents created in Outcome 2 can also form the basis of sub documents linked to a master document. This will provide evidence for Outcome 2 and the document management requirement for Outcome 4.

Candidates are required to create two macros which are accessible in two ways as stated in evidence requirements. For example, candidates may assign a macro to a custom button on a toolbar, a menu or keyboard shortcut. Centres are encouraged to make students aware of the features available to share macros globally and between specific documents. This may include the Macro Organiser that allows users to copy macros between specific documents, delete and rename macros.

Candidates are required to create an e-form for a specific purpose incorporating three of the following features: checkbox form field, drop down form field, customised text form field, form help text and advanced table features. A customised text form field may involve candidates making use of the 'Type' function (regular text, number, date, current date, current time, calculation), and customising this option in terms of format and length of field. Advanced table features may include customised borders and shading, merged cells, text direction options and vertical and horizontal alignment within cells.

#### Outcome 3

Candidates are required to compose a letter from given information as per evidence requirements. This information is not wholly complete requiring candidates to source additional information. For example, if the given scenario is based on a travel agency firm, candidates could be asked to source up to date flight details to send to a customer. This will provide evidence in sourcing data from a different source and a different application if using the internet to source this data. In composing the letter, candidates may be encouraged to check that the correct meaning and tone of the response is accurately conveyed by the language and grammar used. Centres may check that spelling, grammar and punctuation is consistent and in accordance with organisational house style. Centres may encourage candidates to be self correcting and proofreading skills can be emphasised. Tracking changes between draft and final submission exemplifies proof reading and provides evidence of the track changes feature.

As stated in Evidence Requirements, candidates are required to make use of the mail merge word field to add decision-making ability to the mail merge. For example the 'If...Then...Else' field will allow candidates to insert additional text based on the contents of a field. The words 'he' or 'she', for example, may be substituted depending on the field containing the title 'Ms' or 'Mr' in the recipient list.

It is anticipated that the mail merge data source will be from another application such as a database, spreadsheet or Outlook Express address book. Candidates are not required to print, however centres are encouraged to direct candidates to the available envelope print options.

## Higher National Unit specification: support notes (cont)

### Unit title: IT in Business: Advanced Word Processing

Editing the data source may include the following: add a recipient, delete a recipient, add an additional field, delete a field, amend a field, sorting the recipient list in a specified order, or filtering on more than one field, but other examples could be acceptable.

#### Outcome 4

Candidates may be given an existing document that requires amendment and inclusion of the Knowledge and/or Skills for Outcome 4. If centres wish to direct candidates to specific documents for amendment then these documents may be used in the given scenario provided for document production in Outcomes 1, 2 and 3.

Alternatively, if candidates are creating a report for Outcome 1, this document may be used for Outcome 4.

The document used in Outcome 4 may be set up as a master document with the standard documents created for Outcome 1 linked as sub documents. This integrates the Knowledge and/or Skills required for Outcomes 1, 2 and 4.

Candidates can be encouraged to take a positive attitude towards the quality of their own work and be self-correcting. Tracking changes between draft and final submission exemplifies proof reading and provides evidence of the track changes feature.

When creating styles candidates may be made aware that new styles can be added to the standard document template so that they are available to all documents. Candidates may also create standardised styles to be used as a template within the customised house style required for Outcome 1.

Candidates are required to make appropriate use of three illustrations as stated in Evidence Requirements. Illustrations may include clip art, pictures from any source, shapes, customised/created art or diagrams, however, this list is not exhaustive.

The following examples of objects may be used: organisation chart, textbox, drawings; although this list is not exhaustive.

Evidence of documents created in Outcome 4 may be assessed from an electronic format. This would allow the assessor to ensure use of automated features such as bookmarks, cross references, and the use of e-form field options. Assessing documents electronically provides centres with the option of assessment via electronic e-portfolios.

Candidates are not required to print, however centres are encouraged to direct candidates to the range of available advanced print features. For example, in the 'Print What' options: document properties, document showing mark-up, list of mark-up, styles, and in the 'Print Options': Draft Output, Update Fields, Print Data Only for forms.

## Higher National Unit specification: support notes (cont)

**Unit title:** IT in Business: Advanced Word Processing

### *Opportunities for developing Core Skills*

The achievement of this Unit gives automatic certification of the following:

- ◆ Critical Thinking at SCQF level 6

There are also opportunities to develop aspects of the Core Skill components Planning and Organising at SCQF level 6, Accessing Information at SCQF level 6, and Written Communication at SCQF level 5.

The Critical Thinking component of the Core Skill *Problem Solving* at SCQF level 6

During assessment in Outcome 1 of this Unit, candidates analyse a complex business problem in an unfamiliar context from a given scenario. To meet evidence requirements candidates are required to evaluate existing procedures and standards and identify problems in the existing system.

Recommendations on newly identified procedures and standards should then be made, including examples to support the recommendations. Candidates are required to justify the use of the new standards and procedures and explain how these have overcome the problems of the existing system.

Candidates are therefore meeting the specific skills of the Critical Thinking component through the specific skills of:

- ◆ identify the factors involved in the situation or issue
- ◆ assess the relevance of these factors to the situation or issue
- ◆ develop and justify an approach to deal with the situation or issue

The Planning and Organising component of the Core Skill *Problem Solving* at SCQF6 level 6

During assessment of this Unit candidates are required to organise resources and use these resources to carry out a range of tasks. In Outcome 1 candidates are required to use evaluative techniques to identify document management problems and propose a solution. Across Outcomes 1 to 4 candidates are also required to create and compose standard business documents from a range of information, some of which is incomplete and may be sourced from other application packages. Candidates will be required to decide how the tasks will be managed and carried out and identify suitable resources to support completion of the tasks. This would develop the specific skills of this component of the *Problem Solving* Core Skill:

- ◆ Identify and obtain resources to carry out the plan
- ◆ Carry out the task

There is no requirement in the assessment for candidates to produce a plan and review that plan, which is a requirement of this component of the Core Skill. However, during the teaching of this Unit candidates may be encouraged to plan and document their approach to the problems presented and identify the appropriate resources to provide a solution. Adjustments to the plan may be recorded during the problem solving stage and documenting solutions and changes carried out as a result of the research undertaken.

## Higher National Unit specification: support notes (cont)

### Unit title: IT in Business: Advanced Word Processing

The Communication: Written (reading) and Communication: Written (writing) components of the Core Skill *Communication* at SCQF level 5

During Outcome 1 of this Unit candidates must evaluate existing document processing procedures to identify document management problems within a given scenario. In proposing solutions to the business problem, candidates will be required to read and understand and evaluate a set of facts contained within a given scenario and provide an analysis of them. Candidates will also be required to provide evidence of a practical investigation and make recommendations and justifications for change in existing document management procedures within a given scenario. As part of their recommendations candidates will submit supporting evidence by producing examples of business documentation to support justification for changes to the existing document processing and management systems.

During teaching and learning candidates may be encouraged to research standards in use in industry to identify examples of good practice. Candidates may also be encouraged to consider the legal, data management and ethical considerations in relation to the design of standard documentation. If candidates undertake this research then they will have access to detailed text with complex sentences, specialist words and concepts that may be unfamiliar to them.

This would develop the specific skill of the Communication:Written (reading) component of the Core Skill *Communication*:

- ◆ Identify significant information, ideas, and supporting details in a written communication

In Outcome 1 of this Unit candidates will critically evaluate existing business documentation to identify solutions to a business problem. Candidates should identify the key issues and then present their findings, with supporting documentation to meet the evidence requirements of this assessment. Candidates may be encouraged to present their findings in a structured written document, such as a report, providing recommendations and justification of the suggested improvements to existing document processing procedures. Candidates may be encouraged to consider sentence structure, paragraphing, and vocabulary to suit the purpose and target audience to help develop this component of the Core Skill.

In composing the mail merge document in Outcome 3, candidates can be encouraged to ensure the correct meaning and tone of the response is accurately conveyed to the target audience by the language and grammar used. Centres may also encourage candidates to ensure that sentence structure, spelling, grammar and punctuation are consistent and in accordance with organisational procedures.

This would develop the specific skills required for the Communication: Written (writing) component of the *Communication* Core Skill:

- ◆ Present all essential ideas/information and supporting detail in a logical and effective order
- ◆ Use a structure which takes account of purpose and audience, and emphasises the main points
- ◆ Use spelling, punctuation, and sentence structure which are consistently accurate
- ◆ Vary sentence structure, paragraphing, and vocabulary to suit the purpose and target audience.

## Higher National Unit specification: support notes (cont)

### Unit title: IT in Business: Advanced Word Processing

The Providing/Creating Information component of the Core Skill *Information and Communication Technology* at SCQF level 6

During Outcome 1 and Outcome 3, candidates are required to evaluate information, propose solutions to problems and present findings in an appropriate format. Centres can encourage candidates to carry out a range of complex ICT activities in relation to the use of the word processing application and access to information from other application packages. For example in Outcome 3 candidates are required to compose a mail merge document from incomplete information. Centres may encourage the use of different applications to find the incomplete information, by carrying out research on the internet for example. As part of the evidence requirements candidates are required to select and use information from a range of data sources including at least one from a different application. Centres may encourage the use of a range of applications to source this data.

Across Outcomes 1–4 candidates are required to present information in an appropriate business format to meet evidence requirements. This format must adhere to an agreed organisational house style. Centres may encourage the use of a range of ICT equipment and software in unfamiliar contexts in the creation and presentation of standard documents. For example in sourcing objects, illustrations or information for documents candidates may make use ICT equipment such as scanners, digital cameras or video cameras and other software application packages such as a database, spreadsheet or information from websites. During teaching and learning candidates may also be encouraged to consider the legal, data management and ethical considerations in relation to the design and storage of standard documentation. This can encourage candidates to ensure data is kept secure and is well managed.

This would develop the specific skills required for the Providing/Creating Information component of the *Information and Communication Technology* Core Skill:

- ◆ Use a range of ICT equipment
- ◆ Use software in unfamiliar contexts
- ◆ Evaluate information
- ◆ Present findings in an appropriate format

### Open learning

If this Unit is delivered by open or distance learning methods, additional resources will be required for candidate support, assessment and quality assurance. It would require planning by the centre to ensure the sufficiency and authenticity of candidates' evidence.

### 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](http://www.sqa.org.uk/assessmentarrangements)

## General information for candidates

### Unit title: IT in Business: Advanced Word Processing

This Unit is designed to increase your competence in using the advanced features of a word processing application. The Unit will also develop critical and evaluative thinking skills to problem solve in today's modern office environment. This means that you will develop the skills to assess the suitability of existing business documents and then redesign and present these documents to meet business requirements. These documents will be created to meet an agreed organisational house style.

During the course of the Unit you will also develop advanced word processing skills that will allow you to create a range of professional business documents. This will include word processing features such as advanced formatting and document layouts, e-forms, templates, master documents, graphics and macros. You will also develop the skills to allow you to write responses to business correspondence and use advanced mail merge features to support decision making.

As you will be required to produce word processing documents that are at an advanced level it would be beneficial if you are able to use the more basic levels of the word processing application before you start this Unit. Some pre-course preparation may be provided by the centre.

When you are assessed in this Unit, it will be through a business problem. You will be asked to design and agree an organisational house style and then create a range of professional business documents based on this house style, including templates and macros. You will also be asked to explain the use of the house style, templates and macros in terms of corporate image, reputation, productivity, efficiency, quality and professionalism.

The assessment will also require you to compose a mail merge document from incomplete information which means you will have to find information from another source to create the mail merge document. Advanced mail merge features will also be assessed.

The achievement of this Unit gives automatic certification of the following:

- ◆ The Critical Thinking component of the Core Skill *Problem Solving* at SCQF level 6

There are also opportunities in this Unit to develop aspects of the Core Skill components Planning and Organising at SCQF level 6, Accessing Information at SCQF level 6, and Written Communication at SCQF level 5,