



Higher National Unit specification

General information for centres

Unit title: IT in Business: Word Processing and Presentation Applications

Unit code: F84C 34

Unit purpose: This Unit is designed to develop skills and knowledge in word processing and presentation packages to aid business communication. This Unit will be relevant to candidates who are interested in a career in administration with a particular focus in document production and presentation.

On completion of the Unit the candidate should be able to:

- 1 Produce business documents using word processing software.
- 2 Perform a mail merge.
- 3 Evaluate the impact of current legislation in relation to information and equipment.
- 4 Create a business presentation using presentation software.

Credit points and level: 2 HN credits at SCQF level 7: (16 SCQF credit points at SCQF level 7*)

**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 some competence in word processing. This may be demonstrated by possession of *IT in Business: Word Processing, Spreadsheet and Databases: An Introduction* (DE24 33) or equivalent, or recent relevant work experience.

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

- ◆ Planning and Organising at SCQF level 6

There are also further opportunities to develop the Core Skill *Information and Communication Technology* at SCQF level 6, the components *Critical Thinking and Reviewing and Evaluating* of the Core Skill *Problem Solving* at SCQF level 6, and the *Written Communication (writing)* component of the Core Skill *Communication* at SCQF level 5.

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. There may be opportunities for integration of delivery and assessment with other Units within a group award.

General information for centres (cont)

Assessment: Outcomes 1 and 2 may be assessed together by producing a range of documents, including mail merged documents, in either a real work place situation or by using a given case study. Outcomes 3 and 4 may be assessed together with Outcome 3 forming the content of the presentation required in Outcome 4. Evidence may be stored electronically or in hard copy format.

An exemplar instrument of assessment and marking guidelines have been produced to show the national standard of achievement required at SCQF level 7.

Higher National Unit specification: statement of standards

Unit title: IT in Business: Word Processing and Presentation Applications

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

Outcome 1

Produce business documents using word processing software

Knowledge and/or Skills

- ◆ Planning
- ◆ Word processing
- ◆ Business documents
- ◆ Form design
- ◆ Organisational house style
- ◆ Proofreading
- ◆ Mailable standard

Evidence Requirements

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

- ◆ Plan work/a given task providing evidence that they have carried out the following:
 - prioritised milestones within given task
 - allocated resources
 - anticipated/planned
- ◆ Actual times in which milestones were achieved should be recorded against the planned timescales with appropriate explanations where adjustments were made.
- ◆ Apply a minimum of five word processing functions on at least one occasion.
- ◆ Apply different layouts which must include:
 - columns
 - page orientations
 - sections
 - headers and footers

Higher National Unit specification: statement of standards (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

All final business documents must adhere to an agreed organisation house style and meet mailable standards. Candidates must:

- ◆ Compose a business letter in response to given information within a realistic timescale.
- ◆ Produce a multi-page business document from a variety of sources, one of which must be an unseen electronic file containing a minimum of six errors. The final document should include: a front page, table of content and index, plus an additional six pages of appropriate content.
- ◆ Produce a Notice of Meeting, Agenda and Action Minute. The Agenda and Action Minute should comprise a minimum of three items in addition to the standard meeting items of apologies, minute of previous meeting, matters arising, any other business, and date/time of next meeting. The Action Minute should be created using the table function and contain details of two decisions and one action point be recorded.
- ◆ Design a one-page business form for a specific purpose. Candidates must show that they have taken into account the structure of the form including: the positioning of fields, the field sizes, white space and amount of information required.

Assessment Guidelines

It may be possible to assess Outcomes 1 and 2 together. The assessments could be based on real workplace scenarios, where appropriate. There may be opportunities to assess this Outcome using VLE, hard copy or electronic copies, where appropriate. The meeting documents may be produced in conjunction with the Unit *Office Administration* (F7JA 34).

Outcome 2

Perform a mail merge

Knowledge and/or Skills

- ◆ Main document
- ◆ Data source
- ◆ Filter option
- ◆ Label function

Evidence Requirements

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

- ◆ Create a data source from information provided, containing a minimum of six records.
- ◆ Create a main document from information provided that contains address fields and a minimum of four other fields from the data source.
- ◆ Produce three appropriately sized labels using a filter.
- ◆ Produce three merged documents using a filter.

All final documents must adhere to an agreed organisational housestyle and meet mailable standards.

Higher National Unit specification: statement of standards (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

Assessment Guidelines

It may be possible to assess Outcomes 1 and 2 together. The assessments could be based on real workplace scenarios, where appropriate. There may be opportunities to assess this Outcome using VLE, hard copy, or electronic copies, where appropriate. The labels and merged documents may be saved as either electronic, ie prepared ready for printing, or as hard copy.

Outcome 3

Evaluate the impact of current legislation in relation to information and equipment

Knowledge and/or Skills

- ◆ Security
- ◆ Confidentiality
- ◆ Legislation
- ◆ Research
- ◆ Evaluation
- ◆ Selection

Evidence Requirements

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

- ◆ Research a minimum of three pieces of UK legislation which influence the storage and use of information and the use of electronic communication systems summarising the key concepts of each.
- ◆ Evaluate the impact of three pieces of UK legislation on a given scenario making reference to:
 - security and confidentiality of information
 - security of equipment
 - changes in working practices

Assessment Guidelines

The evidence of Outcome 3 may be produced in a variety of formats, eg a briefing document, a business report or a presentation. In the case of the presentation, where necessary, additional information to ensure appropriate coverage of the evidence requirements may be added to the Notes section of the related slide. The evidence may be used to form the content of Outcome 4.

Higher National Unit specification: statement of standards

Unit title: IT in Business: Word Processing and Presentation Applications

Outcome 4

Create a business presentation using presentation software

Knowledge and/or Skills

- ◆ Presentation structure
- ◆ Business presentations
- ◆ Presentation software

Evidence Requirements

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

- ◆ Create a customised master slide to include:
 - Application of template
 - Footer text in addition to slide number
 - Insert an appropriate picture/logo
- ◆ Apply appropriate use of animation and transition
- ◆ Apply effects to include:
 - An internal hyperlink
 - An external hyperlink
 - A graphic or picture
 - Action buttons to guide viewer through the presentation

The final business presentation must adhere to an agreed organisational house style; and demonstrate seamless navigation throughout. Candidates must:

- ◆ Create a business presentation on a given topic that is a minimum of 10 slides
- ◆ Compile supporting information using the presentation software notes function

Candidates are **not** required to present orally for this Outcome.

Assessment Guidelines

It may be possible to assess Outcomes 3 and 4 together. Assessments could be based on real-workplace scenarios. There may be opportunities to assess this Outcome using VLE.

Administrative Information

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Unit title:	IT in Business: Word Processing and Presentation Applications
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Version	Description of change	Date

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Higher National Unit specification: support notes

Unit title: IT in Business: Word Processing and Presentation Applications

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 80 hours.

Guidance on the content and context for this Unit

This Unit is designed to provide candidates with the knowledge and skills in word processing and presentation packages to aid business communication. This Unit is mandatory within HNC/HND *Administration and Information Technology* (G9M7 15 and G9M8 15) but may form part of other group awards and may be delivered as a stand-alone Unit.

Candidates should develop skills in prioritising, planning, producing and storing electronic documents in an efficient and effective manner. Candidates should be confident users of files and folders for storing and finding documents — this is normally covered in the Unit *Office Technologies* (F7J9 34) — but is worth building on to develop effective file management skills. Introducing the planning aspect of producing work at an early stage during the learning process will also allow candidates to develop a real appreciation for how long it takes them to do something and the resources/skills needed for a particular task. At the planning stage it will also be beneficial to include the task of proofreading as a sub task for every document, highlighting the need to be self regulating.

It would be beneficial for candidates to have some word processing skills. Where this is not the case, centres are encouraged to identify appropriate preparation for candidates.

Most organisations have a preferred house style and candidates should be introduced to this concept. Where candidates are in a work place environment, their employer's house style may be agreed with the assessor and then used as a standard of competence.

Guidance on the delivery and assessment of this Unit

If this Unit is being delivered as part of HNC/HND *Administration and Information Technology*, the house style document could be used across Units to ensure a consistency for candidates and assessors. For example, if the multi-page document is a report then it could also meet the requirements of the Unit *Communication: Analysing and Presenting Complex Communication* (DE3N 34). Centres delivering this Unit outwith the workplace should set their own house style.

Candidates should be encouraged to consider the different circumstances in which they use word processing and presentation functions as this will assist them in preparation for *HNC Administration and Information Technology: Graded Unit 1* (F84W 34).

Mailable copy should be explicitly agreed between the assessor and candidates so that all involved are fully aware of the standards to which evidence must be produced. As a guide to centres, the following lists seek to clarify potential standards of the term 'mailable' copy but the lists are neither exhaustive nor exclusive.

Higher National Unit specification: support notes (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

Examples of errors that may allow the document to still be accepted as mailable copy:

- ◆ different spacing from house style as long as it is consistent throughout the document, eg one space after a full stop instead of two spaces
- ◆ one clear line space instead of two clear line spaces before and after a display as long as it is consistent throughout the document
- ◆ reasonable space for a signature
- ◆ punctuation that may be missing but where it does not alter the meaning of the sentence

Examples of errors that may **not** allow the document to be accepted as mailable copy:

- ◆ spelling mistakes
- ◆ missing full stops
- ◆ incorrect use of capitals
- ◆ general inconsistencies, eg differing line spacing, font, margins
- ◆ missing text
- ◆ grammatical errors

Outcome 1

Examples of the word processing functions include: endnotes, footnotes, captions, index, table of contents, watermark, insert graphic, insert file, autotext; however, these are not exhaustive and centres should review regularly to make the most of emerging software.

Centres can establish their own 'realistic timescale', however when setting this consideration should be given to time needed to interpret the instructions, whether or not candidates have to find any additional information, and the anticipated size of the document.

The language used should be appropriate for the purpose, convey the intended meaning and adopt a professional tone.

The unseen electronic document may contain errors that candidates may identify and correct when proofreading. Examples of the types of unacceptable errors for mailable copy that you may wish to include in the electronic document are listed above.

The Notice of Meeting and Agenda would normally present the information needed by attendees including:

- ◆ name of committee
- ◆ place
- ◆ date and time of meeting
- ◆ together with details of Agenda items conforming to meeting conventions

Higher National Unit specification: support notes (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

The Action Minute is increasingly popular in businesses so candidates are encouraged to produce such a minute that records:

- ◆ name of committee
- ◆ date
- ◆ start/finish time
- ◆ attendees
- ◆ apologies
- ◆ agenda items with brief details of agreed decisions
- ◆ action points to include brief details, who is responsible for ensuring action is completed and planned completion date

Outcome 2

It is anticipated that the mail merge data source will be a word processing document but candidates may use other software files that contain appropriate data. The fields holding data other than details of name and address may be used within the body of the letter, or as an enclosure.

Outcome 3

The world of e-commerce and use of ICT is rapidly changing. Legislation to regulate the use of IT is also subject to change, therefore centres should take account of emerging legislation. Examples of current legislation may include: Copyright, Designs and Patents Act, Computer Misuse Act, and Data Protection Act. The legislation must be relevant to the UK and candidates should be aware when researching that many other countries have similar legislation.

Opportunities exist to use high level search skills, which may overlap with learning from the Unit *Office Technologies* (F7J9 34) if completed as part of HNC/HND *Administration and Information Technology*. At the outset assessors may suggest one or two appropriate websites, text books, journals etc, but candidates should be encouraged to seek out their own sources.

The researching and summarising task may be used as either a learning tool or assessment opportunity for *Communication: Analysing and Presenting Complex Communication* (DE3N 34) if delivered as part of HNC/HND *Administration and Information Technology*.

Outcome 4

Candidates require a degree of flexibility to ensure that they are able to present their information with sufficient clarity, particularly if the content is intended to provide evidence for Outcome 3. Where this is the case, candidates should be encouraged to use the notes pages of the presentation software to allow additional information to be placed so that key points are listed on the slide and expansion of key point is shown in the relevant notes page.

Suggestions for ways in which candidates may use hyperlinks include: demonstrating their sources of information, create routes between slides, or to access other files.

Higher National Unit specification: support notes (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

Where organisations use presentation software, house styles may also be set to ensure a consistent, professional approach. When setting the house style, consideration should also be given to font, font size, use of white space, use of organisational information/logos etc.

In addition, the presentation must be well structured with a clear introduction, main presentation and conclusion; language should be business-like and the presentation should have a professional appearance. Master slides may be used to ensure a consistent approach to all slides.

Opportunities to use VLE, flexible learning centres and electronic submissions may be used, however the centre must ensure that the work is authentic.

Opportunities for developing Core Skills

The achievement of this Unit gives automatic certification of the Planning and Organising component of the Core Skill *Problem Solving* at SCQF level 6.

When candidates commence the assessment tasks related to Outcome 1, they will be asked to plan how to tackle the assessment task, complete with milestones and identification of appropriate resources. They will produce a number of business documents from a range of sources of information, particularly the multi-page document. Some of the documents will be familiar, ie house style document, other source documents will be new to the candidate, ie found in a nominated folder/server; this may require a search, alternatively they may need to find relevant information from the internet, library and/or named others. They must consider how they will tackle the set tasks and produce a work plan. This work plan must include milestones that will possibly involve more than one concurrent strand. They will be required to provide evidence of recording actual time taken when carrying out the tasks, with supporting explanation for the difference between planned and actual time taken.

There are also further opportunities to develop the following Core Skills in this Unit:

Information and Communication Technology at SCQF level 6

As candidates work through the assessments for this Unit, they will be selecting and launching at least two types of software — word processing and PowerPoint, they will also need to find information which may be held on the student network or other electronic location. Candidates will be required to manage their personal file areas and could be encouraged to organise their work in folders, use anti-virus software and create back-ups as a natural part of their learning. Candidates will have to carry out searches/filters when completing the mail merge. They will also need to find information from a range of sources which may include the internet.

Higher National Unit specification: support notes (cont)

Unit title: IT in Business: Word Processing and Presentation Applications

The Critical Thinking and Reviewing and Evaluating components of the Core Skill *Problem Solving* at SCQF level 6

During the delivery of this Unit, candidates should be encouraged to plan, carry out tasks and review the effectiveness of their plan. Criteria might include effective use of time, use of word processing functions appropriately, proofreading for accuracy/adherence to stated house style etc. Candidates may then review their plans objectively, ie using evidence from tasks. Candidates could discuss their plans/approaches as a class, allowing them to share good practice and identify alternative approaches, eg better awareness of how long tasks take, refine skills re word processing facilities, develop better search approaches for finding information.

Written Communication (Writing) at SCQF level 5

For outcome 1, candidates have to produce a range of documents including composing a letter, writing action minutes and producing a multi-page document. Depending on the size of this document, candidates will develop skills in relation to producing written communication which is presented in a logical and effective structure, with good use of grammar, spelling, appropriate linking of sentences, paragraphs, etc. The candidates will be required to adhere to a number of document conventions and must meet a standard of mailable copy.

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

General information for candidates

Unit title: IT in Business: Word Processing and Presentation Applications

This Unit will enable you to prepare of a range of business documents to an agreed standard efficiently and effectively. It will build your skills in both familiar and unfamiliar contexts thus equipping you to meet a range of demands faced by many employees in today's administrative environment.

Outcome 1 develops the skills required to use word processing functions to create and present a range of business documents to meet an agreed house style and to be of a business-like standard in terms of language and presentation.

Outcome 2 develops the skills required to use mail merge as an efficient and effective way of producing mass correspondence to meet specific criteria.

Outcome 3 develops your knowledge of the relevant legislation regulating the security and confidentiality of information and equipment in the working environment.

Outcome 4 develops your skills to create business-like presentations using presentation software.

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

- ◆ The Planning and Organising component of the Core Skill *Problem Solving* at SCQF level 6

There are also further opportunities to develop the Core Skill *Information and Communication Technology* at SCQF level 6, the components Critical Thinking and Reviewing and Evaluating of the Core Skill *Problem Solving* at SCQF level 6, and the Written Communication (writing) component of the Core Skill *Communication* at SCQF level 5.