

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- **6180395** **-Session-** **1995-96**
-Superclass- **AZ**
-Title- **WORD PROCESSING 2**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Production of business correspondence and display materials at a production rate of approximately 300 words in a 1 hour working period.

OUTCOMES

- 1. demonstrate good working practices;
- 2. produce business correspondence;
- 3. produce simple display materials;
- 4. recall, edit and produce hard copy of documents as directed;
- 5. produce error free copy of approximately 300 words in a one hour working period.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Access to this module will be at the discretion of the centre. However, it would be beneficial if the candidate had previous experience of using a keyboard, laying out simple correspondence and using a word processing system. This may be evidenced by possession of National Certificate Module 6180385 Word Processing 1 or equivalent.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 6180395**UNIT TITLE:** WORD PROCESSING 2

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. DEMONSTRATE GOOD WORKING PRACTICES

PERFORMANCE CRITERIA

- (a) Word processing program is loaded and used in accordance with system's operating instructions.
- (b) Word processing program is exited in accordance with the system's operating instructions.
- (c) A tidy workstation is maintained at all times.
- (d) Operating and safety procedures are followed at all times.
- (e) Data is saved to appropriate files and confidentiality and security is maintained at all times.
- (f) Data held is reviewed and updated in line with organisational policy.

RANGE STATEMENT

Equipment: computer; printer; back-up files; word processing software; keyboard.

EVIDENCE REQUIREMENTS

All performance criteria must be met and the full range must be covered for this item to be credited.

This outcome is likely to be achieved throughout the module and evidenced by means of an observation checklist.

OUTCOME**2. PRODUCE BUSINESS CORRESPONDENCE****PERFORMANCE CRITERIA**

- (a) Documents are produced in housestyle.
- (b) Documents are proofread and checked before submission.
- (c) Layout conforms to specification.
- (d) Signed letters are copied, correctly folded and inserted in an addressed envelope.
- (e) Documents produced are error free.
- (f) Range of function available is utilised to create text.

RANGE STATEMENT

Documents: letter; skeleton document; addressed envelope.

Text: words; money; measurements.

Specification: tear-off portion; continuation sheet; enclosure; display section which is numbered; specific instruction; totalling.

Sources: manuscript; printed materials with printer's corrections.

Organisational procedures: distribution procedures; copying procedures.

Functions: boldening; underscoring; change of font/typeface; automatic page numbering; temporary indent; margins.

EVIDENCE REQUIREMENTS

All performance criteria must be met and the full range must be covered for this item to be credited.

The most appropriate form of evidence would be hard copy of correspondence from both printed material and manuscript, encompassing the range given above.

OUTCOME**3. PRODUCE SIMPLE DISPLAY MATERIALS****PERFORMANCE CRITERIA**

- (a) Tabulated material is attractively displayed with reference to space and balance.
- (b) Notices are attractively displayed with reference to space and balance.
- (c) Documents are proofread and checked before submission.
- (d) Documents produced are error free.

RANGE STATEMENT

Documents: tabulated statement; notice.

Text: words; figures.

Sources: manuscript; printed materials with printer's corrections.

Display: vertical centring; horizontal centring.

EVIDENCE REQUIREMENTS

All performance criteria must be met and the full range must be covered for this item to be credited.

The most appropriate form of evidence would be hard copy of a tabulated statement and a notice, encompassing the range. The statement should have a minimum of 3 columns with column headings and be a minimum of 10 lines in length. The notice should include at least 3 timesteps and be approximately 80 words in length.

OUTCOME

4. RECALL, EDIT AND PRODUCE HARD COPY OF DOCUMENTS AS DIRECTED

PERFORMANCE CRITERIA

- (a) Documents to be edited and amended as directed.
- (b) Hard copy to be produced of amended documents.

RANGE STATEMENT

Documents: letter; skeleton document.

Directions: delete words and paragraphs; move block of text; alter page break; create temporary margin; reparagraph; insert data into skeleton document.

Sources: data provided on disk with amendments marked on hard copy.

EVIDENCE REQUIREMENTS

All performance criteria must be met and the full range must be covered for this item to be credited.

The most appropriate form of evidence would be hard copy of a 2 page letter and a completed skeleton document.

OUTCOME

5. PRODUCE ERROR FREE COPY OF APPROXIMATELY 300 WORDS IN A ONE HOUR WORKING PERIOD

PERFORMANCE CRITERIA

- (a) Layout conforms to housestyle.
- (b) Documents are proofread and checked before submission.
- (c) Documents produced are error free.

RANGE STATEMENT

Documents: notice; letter; memo; form for completion.

Sources: typescript; manuscript; printer's corrections; specific instructions.

EVIDENCE REQUIREMENTS

All performance criteria must be met and the full range must be covered for this item to be credited.

This outcome should be evidenced by one task consisting of four documents.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 6180395

UNIT TITLE: WORD PROCESSING 2

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This unit would be suitable for anyone wishing to learn how to produce simple correspondence and display material within specified time limits using word processing equipment.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will help you to acquire the skills necessary to produce simple business correspondence and documents and to attain a production speed of 300 words in a one hour working period, using the functions of a word processor.

CONTENT/CONTEXT This section contains the essential knowledge and understanding to underpin competent performance.

Corresponding to all Outcomes:

- keyboard layout, operation and technique
- error correction techniques
- use of dictionaries/spellchecks
- saving information
- layout of information in accordance with organisational housestyle or accepted typing convention
- security and confidentiality procedures
- procedures for reporting problems in operating equipment
- health and safety procedures of the organisation
- printer's corrections

Corresponding to Outcomes 1-5:

1. - data protection and copyright
- potential hazards relating to electrical equipment and VDUs
2. - specific instructions eg confidential, for the attention of, private
- distribution practices
- copying procedures
3. - vertical and horizontal centring
- setting tabs
- type styles
4. - delete words
- delete paragraphs
- insert paragraphs
- move block of text
- alter page break
- create temporary margin
- reparagraph
- insert text and figures
5. - meeting deadlines

APPROACHES TO GENERATING EVIDENCE Demonstration of competence will require the candidate to produce the tasks outlined to meet the criteria specified.

The candidates/trainees should be encouraged to take a positive attitude towards the quality of their own work and be self-correcting. Realistic materials and documentation should be used throughout and a thematic approach adopted where possible. Proofreading skills, spelling, punctuation and the ability to use resource and reference materials effectively should be introduced.

Before documents are submitted for signing they should be proofread by the candidate and there should be no more than one error in each document on submission by the candidate - this error may be indicated by the tutor. The candidate will then be permitted to amend this error and submit corrected documents for signing. The insertion of an additional character space or linespace in the case of a display, would not count as an error and would not count the assignment as unmailable.

Where a document is submitted with more than one error the candidate will be required to complete an alternative assessment drawn up to meet the same specification.

Where an observation checklist is asked for this should be used throughout the module to check competences over a period of time.

Corresponding to Outcome 4

This outcome could be combined with Outcome 2.

ASSESSMENT PROCEDURES The following are guidelines on the content of the assessment instruments.

Outcome 1 Observation checklist which includes observed performance of the candidate

- using equipment according to the manufacturer's instructions
- maintaining workstation in a tidy manner
- following health and safety procedures
- transcribing text and figures using a keyboard
- correcting words mis-spelt during keyboarding
- reporting faults in equipment promptly
- maintaining security and confidentiality of information

Outcome 2 Two tasks

Task 1 - A 2 page letter with a display section and a tear-off portion, produced from printed form with printer's corrections. This letter should be approximately 250 words in length, incorporate a specific instruction and an enclosure should be indicated. An envelope or a label should be produced. The letter should be signed, copied, folded and inserted in the envelope.

Task 2 - A skeleton document to be produced from manuscript. It should be approximately 100 words in length.

Outcome 3 Two tasks

Task 1 - A tabulated statement which includes figures. The tabulated statement should have a heading, a minimum of 3 columns with column headings and be a minimum of 10 lines in length. It should be produced from typescript with printer's corrections.

Task 2 - A notice or advertisement with a minimum of 3 typestyles and variable linespacing. Display instructions should be given to the candidate. The display should be produced from manuscript and consist of approximately 80 words.

Outcome 4 One task

Recall text (this could be material used for assessment purposes in Outcome 2 or it could be a 2 page document held on file). The candidate should not have to input this data to satisfy this outcome but merely carry out the amendments. There should be a minimum of 7 functions

- delete words
- delete paragraphs
- move block of text

- change page break
- create temporary margin
- reparagraph
- insert data into skeleton document

Outcome 5 One task consisting of 4 pieces of business correspondence which have to be produced during a 1 hour working period.

Document 1 A letter of approximately 150 words in length with a tear off portion.

Document 2 A memo of approximately 80 words in length with a numbered display section.

Document 3 A notice of approximately 50 words in length showing a minimum of 3 timesteps and variable linespacing as well as vertical and horizontal centring.

Document 4 Completion of a business form approximately 20 words to be inserted in a minimum of 3 places on the form.

Documents should be produced from manuscript and typescript and the candidate will have to follow both specific instructions and printer's corrections within the 4 documents.

PROGRESSION This module forms part of a series of modules which have been developed to provide the underpinning knowledge and skills required for the SVQ in Administration level I.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised and Recommended Groupings'.

REFERENCES

1. Guide to unit writing.
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
3. Procedures for special needs statements are set out in SQA's guide 'Students with Special Needs'.
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures.
5. For details of other SQA publications, please consult SQA's publications list.

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