-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number-   6180637   **-Session-1997-98**

-Superclass-   **AZ**

-Title-   **WORD PROCESSING 4 (MEDICAL)**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: This module will allow the candidate to develop the word processing skills required to achieve a production rate of 900 words in a 2 hour period; to develop the associated layout skills, and to create documents from instructions and notes using medical terminology.

OUTCOMES

1.   respond to correspondence and instructions by creating documents;

2.   produce business documents and correspondence of approximately 900 words in a 2 hour working period.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Access to this module will be at the discretion of the centre but it would be beneficial if candidates had attained National Certificate Modules 6180405 Word Processing 3 or the equivalent and 6190016 Medical Terminology 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 £5.00).

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STATEMENT OF STANDARDS

UNIT NUMBER: 6180637

UNIT TITLE: WORD PROCESSING 4 (MEDICAL)

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.   RESPOND TO CORRESPONDENCE AND INSTRUCTIONS BY CREATING DOCUMENTS

PERFORMANCE CRITERIA

    (a)   Instructions are understood.
    (b)   The correct meaning and tone of the response are accurately conveyed by the language and grammar used.
    (c)   Layout, spelling, grammar and punctuation are consistent and in accordance with organisational housestyle or accepted typing convention.
    (d)   Copies of correspondence are stored and distributed in accordance with organisational procedures.
    (e)   Documents produced are error-free.

RANGE STATEMENT

Documents: letter; memo; notice.

Correspondence and instructions: correspondence external to the organisation; correspondence internal to the organisation.

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 hard copy of a letter, a memo and a notice created by encompassing the range and set within a medical context and including medical terminology.

OUTCOME

2. PRODUCE BUSINESS DOCUMENTS AND CORRESPONDENCE OF APPROXIMATELY 900 WORDS IN A 2 HOUR WORKING PERIOD

PERFORMANCE CRITERIA

(a) Approximately 900 words are produced in a 2 hour working period.
(b) Instructions are understood.
(c) Uncertainties in text are identified, checked and rectified.
(d) Layout, spelling, grammar and punctuation are consistent, correct and in accordance with house style.
(e) Corrections are unobtrusive.
(f) Documents produced are error-free.
(g) Work is achieved within agreed deadlines.
(h) Security and confidentiality of information are maintained.
(i) Copies and originals are correctly collated and routed as directed.

RANGE STATEMENT

Documents: letter; memorandum; report; label or envelope; notice; list; article.

Sources: amended manuscript; amended typescript; drafts.

Content: text; figures; tabulation; enumerated section.

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 set of documents encompassing the range and set within a medical context and including medical terminology, produced within a 2 hour working period. One task should consist of more than one document with distribution instructions.

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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SUPPORT NOTES

UNIT NUMBER: 6180637

UNIT TITLE: WORD PROCESSING 4 (MEDICAL)

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

This module would be suitable for anyone wishing to learn how to respond to medical correspondence and to produce a variety of documents from draft form within a specified time limit. The documents should relate to a medical environment and use medical terminology.

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

Corresponding to Outcomes 1-2

1. - grammar and punctuation
    - error correction techniques
    - use of dictionary/spellcheck/reference materials
    - layout of work in accordance with organisational house style or accepted typing convention
    - security and confidentiality procedures of the organisation
    - organisation procedures for copying and storing of correspondence.

2. - error correction techniques
    - use of dictionary/spellcheck/reference materials
    - layout of work in accordance with organisational house style or accepted typing convention
    - security and confidentiality procedures of the organisation
    - printers' corrections
    - specific instruction regarding layout
    - organisational procedures for copying and distributing documents

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 which relates to a medical context, either in a hospital or in general practice. Proofreading skills, spelling, punctuation and the ability to use resource and reference materials effectively should be introduced. Similarly, where appropriate these should relate to a medical environment and use medical terminology.

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 error-free 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 require 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 competence over a period of time.

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

Outcome 1   One assessment consisting of 3 tasks.

         Task 1   A letter to be created in reply to a letter received. The letter which has been received should be supplied to the candidate along with instructions.

         Task 2   A memorandum to be composed from written notes in response to a memo received.

         Task 3   A notice to be composed from notes about the content. No information about layout or order should be given.

Outcome 2   One assessment consisting of 6 documents and an envelope or label to be produced in a 2 hour working period.

         Task 1   A letter

         Task 2   A list which requires tabs to be set e.g. a minimum of 3 columns and contains figures as well as text.

         Task 3   A memorandum

Task 4   A report

Task 5   An article

Task 6   A notice

One of tasks 2-6 should be the enclosure to accompany task 1 and should have distribution instructions.   One item should have an enumerated section. Documents should be produced from amended manuscript, amended typescript and drafts.

Particular attention should be given to incorporating relevant medical terminology to enable candidates to put into practice their knowledge and accurate usage of the medical terms which are necessary for working in a medical environment.

PROGRESSION   This module forms part of the Professional Development Award in Medical Administration. It is also one of a series of modules which were developed to provide the underpinning knowledge and skills required for the SVQ in Administration level II but it has been identified as 'Medical' to indicate to users that work has been carried out in a medical context.

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

REFERENCES

1.   Guide to unit writing. (A018).
2.   For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3.   Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4.   Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5.   For details of other SQA publications, please consult SQA's publications list. (X037).