



National Unit Specification: general information

UNIT Word Processing (SCQF level 5)

CODE F59L 11

SUMMARY

This Unit is designed to enable candidates to develop the necessary skills and techniques in order to produce a range of business documentation using the functions of a current word processing package. Candidates will be able to produce business documents from materials provided; recall, edit and produce hard copy and create documents as a result of merging two independent files.

The Unit is suitable for candidates who have no previous experience or those candidates who have some basic knowledge of Word Processing and who are looking to further develop these skills.

OUTCOMES

- 1 Produce a range of business documents from materials provided.
- 2 Recall, edit and produce hard copy of business documents as directed.
- 3 Produce business documents created as a result of a merge between two independent files.

RECOMMENDED ENTRY

While entry is at the discretion of the Centre, candidates would normally be expected to have attained:

- ◆ *Word Processing* (SCQF level 4)

Administrative Information

Superclass: AZ

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National Unit Specification: general information (cont)

UNIT Word Processing (SCQF level 5)

CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

**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.*

CORE SKILLS

There is no automatic certification of Core Skills in this Unit.

The Unit provides opportunities for candidates to develop aspects of the following Core Skills:

- ◆ Information Technology (SCQF level 4)

These opportunities are highlighted in the Support Notes of this Unit Specification.

National Unit Specification: statement of standards

UNIT Word Processing (SCQF level 5)

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

OUTCOME 1

Produce a range of business documents from materials provided.

Performance Criteria

- (a) Business documents are attractively presented according to a given organisational house style.
- (b) Documents are proof-read and checked for accuracy before submission.
- (c) Documents produced are error-free.

OUTCOME 2

Recall, edit and produce hard copy of business documents.

Performance Criteria

- (a) Business documents are recalled and amended as directed.
- (b) Documents are proof-read and checked for accuracy before submission.
- (c) Documents produced are error-free.

OUTCOME 3

Produce business documents created as a result of a merge between two independent files.

Performance Criteria

- (a) Merged documents are attractively presented according to a given organisational house style.
- (b) Documents are proof-read and checked for accuracy before submission.
- (c) Documents produced are error-free.

National Unit Specification: statement of standards (cont)

UNIT Word Processing (SCQF level 5)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Product evidence is required to demonstrate that candidates have achieved all Outcomes to the standard specified in the Outcomes and Performance Criteria.

The assessment(s) will be carried out under open-book supervised conditions where candidates should have access to notes and online help. Assessment(s) should take place at appropriate points during delivery of the Unit.

Outcome 1

This Outcome will be evidenced by hard copy of four documents — a form, an Agenda, Minutes and Action Minutes.

The form will be produced from a manuscript draft incorporating specific display instructions which should include a minimum of two different formatting functions. On first submission, a maximum of one error is permitted which the teacher/lecturer should point out to the candidate. On final submission, the document must be error-free.

The Agenda should be produced from a manuscript draft with a minimum of eight items which must include the five standard items. The Agenda should also include Notice of Meeting details. On first submission, a maximum of one error is permitted which the teacher/lecturer should point out to the candidate. On final submission, the document must be error-free.

The Minutes should be produced from a manuscript draft and be approximately 250 words in length. The corresponding Action Minutes should also be produced from a manuscript draft of approximately 150 words in length. A minimum of eight items, including the five standard, must be included. On first submission, a maximum of five errors between the two documents is permitted which the teacher/lecturer should point out to the candidate. On final submission, the documents must be error-free.

Outcome 2

This Outcome comprises two tasks and should be evidenced by hard copy of the completed form and hard copy of amended Minutes. On first submission, a maximum of one error within the form is permitted which the candidate should find and correct. On first submission, one error is permitted within the amended Minutes, which the teacher/lecturer should point out to the candidate. On final submission, both documents must be error-free.

National Unit Specification: statement of standards (cont)

UNIT Word Processing (SCQF level 5)

Outcome 3

This Outcome should be evidenced by hard copy of at least two of the following three documents — a letter, a newsletter and/or an invitation — produced as the result of at least two independent merges. On first submission, a maximum of two errors in each document is permitted, which the teacher/lecturer should point out to the candidate. On final submission, the documents must be error-free.

The Assessment Support Pack for this Unit provides sample assessment material. Centres wishing to develop their own assessments should refer to the Assessment Support Pack to ensure a comparable standard.

National Unit Specification: support notes

UNIT Word Processing (SCQF level 5)

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 a mandatory Unit in the National Certificate Group Award in Administration at SCQF level 5 and can also be taken as a free-standing Unit.

As a result of skills that may already have been developed in *Word Processing* (SCQF level 4), candidates will be able to further progress and develop the necessary skills and techniques required to produce a range of business documentation using a wider range of functions in a current word processing package.

The Unit is set in the context of the modern business environment and candidates should be introduced to up-to-date office procedures and practices throughout. Candidates should be encouraged to actively explore the word processing package in order to familiarise themselves with help menus and shortcuts as appropriate.

Candidates should also be aware of the procedures for safe and effective operation of equipment and measures for reporting problems. In addition, they must be aware of the security, confidentiality and health and safety procedures of the organisation.

Outcome 1

Candidates should be aware of and able to deal with:

- ◆ standard institutional business document layout
- ◆ specific instructions regarding organisational layout
- ◆ available formatting functions
- ◆ ruling
- ◆ bulleted/numbered lists
- ◆ indentation
- ◆ standard form creation using the form toolbar

Outcome 2

Candidates should be aware of and able to perform the following functions:

- ◆ identify, understand and execute manuscript corrections
- ◆ search and replace
- ◆ move and/or copy text
- ◆ renumbering items
- ◆ text formatting — for example font type, size, etc
- ◆ recall standard form and complete through accurate data entry

National Unit Specification: support notes (cont)

UNIT Word Processing (SCQF level 5)

Outcome 3

Candidates should be aware of and able to perform the following functions:

- ◆ carry out specific instructions regarding organisational layout
- ◆ create a data source within word processing
- ◆ locate and amend a data source within word processing
- ◆ create primary merge files
- ◆ locate and amend a primary merge file
- ◆ merge the independent files to produce accurate business documentation
- ◆ produce hard copy of merged documents to specific instructions

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates 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. Proof-reading skills, spelling, punctuation and the ability to use resource and reference materials effectively should be emphasised. Candidates should be encouraged to work within given deadlines.

OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

It is envisaged that candidates, by using the appropriate Word Processing software, will be able to develop aspects of the Core Skills in *Information Technology*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

A suitable method of assessment would be a series of practical exercises, using the appropriate Word Processing software.

Reference should be made to the Assessment Support Pack available for this Unit.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

National Unit Specification: support notes (cont)

UNIT Word Processing (SCQF level 5)

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).

History of changes:

Version	Description of change	Date
02	Minimum of seven items was changed to 8	01/07/2010