

National Unit Specification: general information

UNIT Word Processing 4 (Intermediate 2)

NUMBER D932 11

COURSE

SUMMARY

This unit is designed to enable candidates to develop word processing skills to achieve a production rate of 900 words in a 2-hour working period, to develop the associated layout skills and to create documents from instructions and notes.

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.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates will normally be expected to have attained one of the following:

- Standard Grade Office and Information Studies at General level
- Administration Intermediate 1
- The component units of Administration Intermediate 1 – Administrative Support (Intermediate 1), Information Technology: Office Applications (Intermediate 1) and Word Processing 1 (Intermediate 1)
- National Unit Word Processing 3 (Intermediate 2) D931 11
and
- Standard Grade English at General level

Administrative Information

Superclass: AZ

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CREDIT VALUE

1 credit at Intermediate 2.

CORE SKILLS

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, 1999).

National Unit Specification: statement of standards

UNIT Word Processing 4 (Intermediate 2)

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 the Scottish Qualifications Authority.

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 house style.
- d) Copies of correspondence are stored and distributed in accordance with organisational procedures.
- e) Documents produced are error-free.

Note on range for the outcome

Documents: letter; memo; notice.

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

Evidence requirements

Please refer to *Evidence requirements for the unit* at the end of the Statement of Standards.

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.

National Unit Specification: statement of standards (cont)

UNIT

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Note on range for the outcome

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

Sources: amended manuscript; amended typescript; drafts.

Content: text; figures; tabulation; enumerated section.

Evidence requirements

Please refer to *Evidence requirements for the unit* at the end of the Statement of Standards.

EVIDENCE REQUIREMENTS FOR THE UNIT

Outcome 1

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.

Outcome 2

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, produced within a 2-hour working period. One task should consist of more than one document with distribution instructions.

National Unit Specification: support notes

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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

The purpose of this unit is to help candidates to acquire the skills necessary to respond to business correspondence and to produce a variety of business documents from draft format within a 2-hour working period using word processing equipment.

This 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. Ideally, software packages comparable to those used in business should be used and candidates should be encouraged to explore these packages for themselves, using help menus and shortcuts where appropriate.

Outcome 1

Candidates should be aware of and be able to deal with:

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

Outcome 2

Candidates should be aware of and be able to deal with:

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

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. Proofreading 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 and target times throughout.

National Unit Specification: support notes (cont)

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GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The following are guidelines on the content of the assessment instruments. It is envisaged that all of the outcomes will be assessed in a particular context, for example, within one organisation.

Before documents are submitted for signing they should be proofread by the candidate and on submission there should be no more than one error in each document - this error may be indicated by the teacher/lecturer. 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 line space in the case of a display, would not count as an error and would not count the assignment as unacceptable.

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 unit to check competence over a period of time.

Outcome 1

The assessment for this outcome consists 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 memo 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

The assessment for this outcome consists of 6 documents and an envelope or label to be produced in a 2-hour working period.

- Task 1:** Letter
- Task 2:** List which requires tabs to be set eg a minimum of 3 columns and contains figures as well as text
- Task 3:** Memorandum
- Task 4:** Report
- Task 5:** Article
- Task 6:** Notice

National Unit Specification: support notes (cont)

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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.

SPECIAL NEEDS

This unit specification is intended to ensure that there are no artificial barriers to learning or assessment. Special needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering special alternative outcomes for units. For information on these, please refer to the SQA document *Guidance on Special Assessment and Certification Arrangements for Candidates with Special Needs/Candidates whose First Language is not English* (SQA, 1998).