-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number-　　6180385　　　　　　　　　　-Session- 1995-96

-Superclass-　　　　AZ

-Title-　　　　　　　**WORD PROCESSING 1**

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Developing the competences required to use a keyboard and operate wordprocessing software.

OUTCOMES

1.　　demonstrate good working practices;

2.　　build an effective document management system;

3.　　produce paragraphs using a keyboard and word processing software;

4.　　produce business correspondence from provided materials;

5.　　recall and edit text and produce hard copy.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Access to this module will be at the discretion of the centre.

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

STATEMENT OF STANDARDS

UNIT NUMBER: 6180385

UNIT TITLE: WORD PROCESSING 1

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 system's operating instructions.
   (c)   A tidy workstation is maintained at all times.
   (d)   Operating and safety procedures are followed at all times.
   (e)   Material is proofread and checked by the candidate before submission.
   (f)   Faults in equipment are dealt with promptly or reported in accordance with organisational guidelines.
   (g)   Data is saved to appropriate files and confidentiality and security is maintained at all times.

RANGE STATEMENT

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

Methods of checking: proofreading; dictionary; spellcheck.

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 an observation checklist.

OUTCOME

    2.   BUILD AN EFFECTIVE DOCUMENT MANAGEMENT SYSTEM

PERFORMANCE CRITERIA

    (a)   Procedures for the physical security of data are followed at all times.
    (b)   Disks are handled and stored in accordance with manufacturers' guidelines.
    (c)   Data held is reviewed and updated in line with organisational policy.

RANGE STATEMENT

Security: disks; files.

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 means of an observation checklist which should indicate the candidate's consistent performance over a period of time. Responses to questions may also be necessary to test knowledge and understanding if it cannot be demonstrated.

OUTCOME

    3.   PRODUCE PARAGRAPHS USING A KEYBOARD AND WORD PROCESSING SOFTWARE

PERFORMANCE CRITERIA

    (a)   Location and use of keys is accurate.
    (b)   Corrections are made by correct use of functions.
    (c)   Completed work is saved and hard copy obtained in accordance with operating instructions.
    (d)   Layout conforms to specification.
    (e)   All data is checked for accuracy.
    (f)   Error free copy is achieved.

RANGE STATEMENT

Text: numbers; words; symbols.

Sources: printed material; manuscript.

Specification: setting of margins; setting linespacing; highlighting part of text.

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 a hard copy of 1 task consisting of 2 paragraphs, one from printed material and one from manuscript together with a checklist. Each paragraph should be approximately 50 words in length.

OUTCOME

    4.   PRODUCE   BUSINESS   CORRESPONDENCE   FROM PROVIDED MATERIALS

PERFORMANCE CRITERIA

    (a)   Layout conforms to specification.
    (b)   All data is checked for accuracy.
    (c)   Range of functions available are utilised in creating text.
    (d)   Error free copy is achieved.

RANGE STATEMENT

Business correspondence: letter; memo.

Stationery: headed paper.

Sources: printed materials.

Specification: organisational house style; subject heading in both letter and memo.

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 a short business letter with a minimum of 2 paragraphs of approximately 150 words in total, typed on headed paper and a short memo with a minimum of 2 paragraphs of approximately 150 words in total, together with a checklist.

OUTCOME

    5.   RECALL AND EDIT TEXT AND PRODUCE HARD COPY

PERFORMANCE CRITERIA

    (a)   Original file is recalled and amended according to instructions.
    (b)   Corrections are made by correct use of cursor control and functions.
    (c)   The range of functions available are utilised in the editing of text.
    (d)   Amended documents are saved and hard copy obtained in accordance with the operating instructions for the system.

RANGE STATEMENT

Functions: change of linespacing; change of margins; insert new text; delete text; mark a block of text and highlight (embolden and underline); mark block of text and move it.

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 and an observation checklist.

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.

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

SUPPORT NOTES

UNIT NUMBER: 6180385

UNIT TITLE: WORD PROCESSING 1

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 use a keyboard correctly and produce simple correspondence on 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 use a keyboard and produce hard copy of simple letters and memos.

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 work
- health and safety procedures of the organisation
- operation of word processing system
- security and confidentiality procedures

Corresponding to Outcomes 1-5:

1. - procedures for reporting problems in operating equipment
   - data protection and copyright
   - potential hazards relating to electrical equipment and VDUs

2. - deleting dead files
   - copying files/disks

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         -          renaming files
         -          formatting disks
         -          data protection and copyright

3.   -   symbols
       -          24 hour clock

4.   -   letter layout
       -          memo layout

5.   -   changing linespacing
       -          changing margins
       -          insert new text into an existing file
       -          delete text from an existing file
       -          mark a block of text and move it
       -          highlight existing text by emboldening or underlining

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 error free documents for signing. The insertion of an additional character space 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 competence over a period of time.

Corresponding to Outcomes 1-5:

Outcome 2   This outcome is likely to be achieved throughout the module.

Outcome 5   This outcome could be linked with Outcome 3.

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 procedure
-          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   Observation checklist which includes observed performance of the candidate

-          deleting dead files
-          copying disks and/or files
-          renaming files
-          saving data
-          data protection

5 short written or oral questions on the above knowledge and understanding.

Outcome 3   One task which consists of 2 paragraphs, one from printed materials, and one from manuscript. Each paragraph should be approximately 50 words in length.

Outcome 4   Two tasks

Task 1 - A letter with a subject heading to be produced from printed materials. This should be printed out on headed paper or computer-generated paper, should be a minimum of 2 paragraphs in length and consist of approximately 150 words in total.

Task 2 - A memo with a subject heading to be produced from printed materials. This can be printed out on headed paper, computer generated paper or plain paper. It should be a minimum of 2 paragraphs in length and consist of approximately 150 words in total.

Outcome 5   One task consisting of recalling text (this could be material used for assessment purposes in Outcome 3 or it could be a file/disk provided to the candidate), altering the text to correspond with instructions.

There should be a minimum of 6 alterations

-          change of margins
-          change of linespacing
-          insertion of text

- deletion of text
- movement of a block of text
- highlighting (emboldening/underlining) existing text

PROGRESSION   This module forms part of a series 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.