National Unit Specification: general information

UNIT   Word Processing (SCQF level 6)

CODE   F5A9 12

SUMMARY

This Unit is designed to enable candidates to further develop their Word Processing skills using suitable software. Candidates will compose and produce business correspondence providing information in response to queries. They will also develop layout skills and production techniques to achieve a production rate of 900 words in a two hour working period.

This Unit is suitable for Candidates who have existing skills or experience of Word Processing and who wish to further develop their Knowledge and Skills.

OUTCOMES

1   Research, compose and produce business correspondence which conveys information to recipient(s) in response to queries.
2   Research and produce business documents from an in-tray.

RECOMMENDED ENTRY

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

♦   *Word Processing* (SCQF level 5)

Additional copies of this Unit Specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre, telephone 0845 279 1000.

National Unit Specification: general information (cont)

UNIT   Word Processing (SCQF level 6)

CREDIT VALUE

1 credit at level 6 (6 SCQF credit points at SCQF level 6).

*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 5)
♦   Communications (SCQF level 5)

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

National Unit Specification: statement of standards

UNIT   Word Processing (SCQF level 6)

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

Research, compose and produce business correspondence which conveys information to recipient(s) in response to queries.

Performance Criteria

(a)   Use appropriate research methods to find the requested information.
(b)   Compose and prepare items of business correspondence which convey information to the recipient.
(c)   Include in the correspondence the appropriate maps, sketches, diagrams or photographs which have been created by the candidate or selected from a bank of images.
(d)   Check that the correct meaning is conveyed by the language, grammar and tone of the document.
(e)   Check that the spelling, punctuation and sentence construction are accurate in the business correspondence.
(f)   Ensure that the layout of documents is consistent with organisational house style and storage and distribution of documents are consistent with organisational procedures.

OUTCOME 2

Research and produce business documents from an in-tray.

Performance Criteria

(a)   Produce and/or transmit electronically business documents from an in-tray.
(b)   Carry out research, using appropriate sources, to find data and/or graphics.
(c)   Ensure the layout of the documents is consistent with organisational house style and storage and distribution of documents is consistent with organisational procedures.

National Unit Specification: statement of standards (cont)

UNIT Word Processing (SCQF level 6)

EVIDENCE REQUIREMENTS FOR THIS UNIT

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

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

The evidence for each of the Outcomes is shown below:

Outcome 1

On first submission a maximum of two errors per document is permitted which the teacher/lecturer should point out to the candidate. On second submission the documents must be error free.

Product evidence in the form of hard copy is required which demonstrates that the candidate has achieved Outcome 1 to the standard specified in the Outcome and Performance Criteria.

Candidates are required to demonstrate their skills by:

♦ sending an e-mail and attached file electronically to specified recipient(s)
♦ producing a hard copy of a letter

Outcome 2

Product evidence in the form of hard copy is required which demonstrates that the candidate has achieved Outcome 2 to the standard specified in the Outcome and Performance Criteria. Each candidate will complete a thematic batch of six tasks in which 900 words of additional text are produced.

Evidence to meet the criteria will be the output of the six tasks:

♦ transmit an e-mail with an attachment (the attachment to be provided as an electronic file)
♦ produce a letter (from manuscript) with an envelope or label
♦ complete and produce a document based on a template from information provided in manuscript format
♦ produce a report with an enumerated section by editing a file provided and inserting data from research
♦ produce a notice (from information provided in manuscript format) including a graphic (either supplied or sourced by candidate)
♦ edit an existing file to produce an article containing a table (the information for the table to be provided either in manuscript format or for import from another electronic file)

Reading and research time of 20 minutes should be given prior to the commencement of the timed two hour period.

National Unit Specification: statement of standards (cont)

UNIT   Word Processing (SCQF level 6)

Candidates may have 12 errors overall on first submission which the teacher/lecturer should point out to the candidate, but must be error-free on second submission.

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 6)

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

As a result of either existing skills or skills developed in *Word Processing* (SCQF level 5), candidates will be able to further progress and develop the necessary skills and techniques required in preparing business correspondence which conveys information to recipient(s), to develop layout skills and to develop their word processing production rate.

The vocational relevance of this Unit should be utilised to illustrate industry standard practice.

Materials and in-tray sets of tasks should be scenario based. These should reflect the current business environment. The software packages used should be comparable to those used in business.

Candidates should be provided with examples of house styles and templates.

Outcome 1

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

♦   document layout for letters and e-mails with attachments
♦   grammar and punctuation (eg use of the apostrophe, differentiate between there/their, affect/effect, to/too/two)
♦   use of dictionary/spell-check/reference materials

Outcome 2

Candidates should develop their Word Processing production rate via a combination of speed development, accuracy development and techniques for work scheduling to increase productivity levels.

Candidates should have developed skills encompassing:

♦   document layout for letters, reports, notices, e-mails
♦   e-mails including attaching files, mailing options (confidential, urgent), e-mail etiquette
♦   manuscript correction signs
♦   envelope production
♦   label production
♦   templates including creation of template, amendment of existing template, completion of a template
♦   enumerated sections within a document
♦   searching for data and/or graphics from appropriate sources

National Unit Specification: support notes (cont)

UNIT   Word Processing (SCQF level 6)

♦   importing data from files
♦   modifying graphics including resizing, orientation, formatting
♦   tables including text direction, merged cells, borders, shading
♦   distribution of copies and distribution markings

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Candidates are further developing skills gained in the *Word Processing* (SCQF level 5) Unit, for the use of Word Processing in an administrative role, and there is an opportunity to deliver and assess using a thematic approach.

Candidates should produce work that would be acceptable in the workplace and be considered as work of a high standard. There should be emphasis on the candidate taking responsibility for the quality of the work produced with proof reading and self-correcting skills being developed. Candidates should develop their production rate throughout the Unit with the importance of accuracy being emphasised.

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* and *Communications*.

Outcome 1 provides the opportunity to integrate with the written elements of Communication Units as candidates have to compose their own business correspondence and check that their spelling, punctuation and sentence construction is accurate.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Candidates are developing skills for use in an administrative role and assessment should be thematic based on a scenario within one organisation.

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)

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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**).