

National Unit Specification: general information

UNIT Word Processing 5 (Intermediate 2)

NUMBER D933 11

COURSE

SUMMARY

This unit is designed to enable candidates to develop the skills necessary to design, create and amend business documents, and to achieve a production rate of 1200 words in a 2-hour working period, using word processing equipment.

OUTCOMES

- 1 Create documents from notes and researched materials to meet specified needs.
- 2 Produce business documents and correspondence of approximately 1200 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 4 (Intermediate 2) D932 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 5 (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

Create documents from notes and researched materials to meet specified needs.

Performance criteria

- a) Completed documents meet organisational requirements.
- b) Layout, spelling, grammar and punctuation are correct, consistent and in accordance with conventions and house style.
- c) Information is located from a variety of sources and relevant information is selected.
- d) Source materials are integrated and edited to meet specified needs.
- e) Any discrepancies in source materials are identified and rectified.
- f) The content of the documents is accurate and is presented in logical sequence.
- g) Completed documents are provided within agreed deadlines.
- h) Security and confidentiality of information are maintained.

Note on range for the outcome

Documents to be produced: letter; memo; notice; short report; business form.

Content of documents: giving information; requesting information; giving advice; providing explanation; figures in tabular form.

Documents to be drafted: on behalf of self; on behalf of others.

Sources of information: people; computerised; paper-based.

Discrepancies in source material: incomplete information; inaccurate information; ambiguities in text; incorrect use of language.

Evidence requirements

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

National Unit Specification: statement of standards (cont)

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OUTCOME 2

Produce business documents and correspondence of approximately 1200 words in a 2-hour working period.

Performance criteria

- a) Error-free documents of approximately 1200 words are produced in a 2-hour working period.
- b) Instructions are understood and carried out correctly.
- 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) Work is achieved within agreed deadlines.
- f) Security and confidentiality of information are maintained.
- g) Copies and originals are correctly collated and routed as directed.

Note on range for the outcome

Types of documents: letter; memorandum; report; label or envelope; statistical information; list, summary.

Content of documents: text; tabular; numeric; graphic; foreign language words; technical terms; continuation page; header; footnote.

Provided material: amended typescript; manuscript; unarranged material in draft form; macros or standard paragraphs.

Evidence requirements

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

National Unit Specification: statement of standards (cont)

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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 will be evidenced by hard copy of a letter, a memo, a notice, a short report and a business form created by the candidate, encompassing the range. Any instructions given to the candidate should be in abbreviated form.

Outcome 2

All performance criteria must be met and the full range must be covered for this item to be credited.

This outcome will be evidenced by hard copy of a set of documents encompassing the range, produced within a 2-hour working period. The 1200 words should be keyed in and any standard paragraphs or macros will be additional to the 1200 word count.

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 create different types of business documents from notes and researched materials and to produce business documents and correspondence 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 as appropriate.

Outcomes 1 and 2

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
organisation procedures for copying and storing of documents

Outcome 1

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

use of sources of information
legal and regulatory requirements relating to the use and provision of information

Outcome 2

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

printers' corrections
specific instructions regarding layout

National Unit Specification: support notes (cont)

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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. Candidates should be expected to work within given deadlines and target times throughout.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The following 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 there should be no more than 3 errors per batch of documents produced for each outcome - these errors may be indicated by the teacher/lecturer. The candidate will then be permitted to amend these errors 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 make the assignment unacceptable. When documents are submitted with more than 3 errors per batch, the candidate will be required to complete an alternative assessment drawn up to meet the same specification.

Outcome 1

The assessment for this outcome consists of 5 tasks. Discrepancies as outlined in the range should be present in the source materials. Documents should be produced within deadlines given by the teacher/lecturer.

Task 1: a short letter to be created in reply to an enquiry for information. This information could be obtained from computerised sources.

Task 2: a memo to be created seeking information from another member of staff.

Task 3: a notice to be compiled, using some of the facilities of the word processing package available eg fonts, graphics, box text etc. Information on contents to be sought from the teacher/lecturer.

Task 4: a short report with information which has to be selected and checked from paper-based sources and which includes figures in tabular form.

Task 5: a business form which has to be re-drafted from a supplied form.

For those following the legal or medical route, particular attention should be given to incorporating language and information pertaining to the chosen specialism.

National Unit Specification: support notes (cont)

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Outcome 2

The assessment for this task consists of 6 tasks and an accompanying envelope.

Task 1: a letter with accompanying envelope which should include standard paragraphs being recalled and which constitutes more than one page.

Task 2: a memo which requires to be copied and circulated to more than 2 members of staff.

Task 3: a report which should include both textual and numerical information and which is required to be correctly laid out. A header and a footnote should also be included.

Task 4: statistical information which includes a graphic and which is appropriately arranged.

Task 5: a list which has a minimum of 3 columns containing text as well as numeric information.

Task 6: a summary appropriately presented.

Some of the above tasks should be keyed in from manuscript and some from amended typescript. Throughout the documents there should be some foreign language and information pertaining to the chosen specialism.

For those following the legal or medical route, particular attention should be given to incorporating language and information pertaining to the chosen specialism

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).