

National Unit Specification: general information

UNIT PC Passport: Word Processing (Intermediate 2)

NUMBER DC9P 11

COURSE PC Passport

SUMMARY

This unit is designed to enable candidates to develop routine word processing skills to a level expected in the workplace. The aim of this unit is to prove that the candidate is able to use a number of word processing tools to produce documents, in a variety of layout styles, and with supplementary information and formatting, of a type and standard commonly required in a modern business situation, and to demonstrate file and folder management.

OUTCOMES

- 1 Use a computer system to perform routine tasks related to wordprocessing.
- 2 Construct a document for a specific purpose.
- 3 Output a document in a range of formats.

RECOMMENDED ENTRY

Entry is at the discretion of the centre. No previous knowledge or experience of word processing software is required. However, it would be desirable if candidates possessed some previous knowledge or experience of computers before undertaking this unit.

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.*

Administrative Information

Superclass: CD

Publication date: August 2003

Source: Scottish Qualifications Authority

Version: 01

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National Unit Specification: general information (cont)

CORE SKILLS

This unit contributes to IT Core Skills Intermediate 2 level.

Information on the automatic certification of any core skills in this unit is published in *Automatic Certification of Core Skills in National Qualifications* (SQA, publication code BA0906).

National Unit Specification: statement of standards

UNIT PC Passport: Word Processing (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

Use a computer system to perform routine tasks related to wordprocessing.

Performance criteria

- a) The use of computer hardware is efficient and effective.
- b) The use of the operating system is efficient and effective.
- c) Use of help facilities is efficient and effective.
- d) Search facilities are used efficiently and effectively to locate specific documents.
- e) Common text formats are accurately described.
- f) Terminology relating to hardware, software and word processing is understood and used correctly.

Note on range for the outcome

Tasks: Navigating folders; create and delete folders; saving, renaming, moving and copying files; printing files (including page range); cut, copy and paste text (within and between documents); load and terminate word processing program.

Evidence requirements

Performance evidence that the candidate can use a computer system to the standards defined by performance criteria (a) to (d). This will be in the form of an observation checklist or other means of recording candidate performance (such as a video recording).

Evidence of knowledge and understanding will consist of 10 objective questions relating to performance criteria (e) and (f) and underpinning knowledge relating to performance criteria (a) to (d). Candidates are required to produce at least 7 correct answers.

OUTCOME 2

Construct a document for a specific purpose.

Performance criteria

- a) The document is created efficiently and effectively using the main features of the software.
- b) The document is fit-for-purpose in terms of content and layout.
- c) The presentation of the document is clear and consistent with its contents.
- d) The document is free from spelling and grammatical errors.

National Unit Specification: statement of standards (cont)

UNIT PC Passport: Word Processing (Intermediate 2)

Note on range for the outcome

Purpose: personal; business.

Document: letter; menu; report (including a chart); newsletter (including an image).

Features of software: editing features (including undo and search-and-replace); formatting features (including text and paragraph formats); proofing features; table creation and manipulation.

Evidence requirements

Performance evidence that the candidate can create a document to the standards defined by performance criteria (a) to (d). Candidates must create a minimum of four documents, one of each type of document defined in the range.

Evidence of knowledge and understanding will consist of 10 objective questions relating to the underpinning knowledge relevant to performance criteria (a) and (b). Candidates are required to produce at least 7 correct answers.

OUTCOME 3

Output a document in a range of formats.

Performance criteria

- a) Output device is correctly prepared to receive document.
- b) Document is previewed prior to output to ensure accuracy of output.
- c) Output options are correctly selected.
- d) Text and graphics are effectively combined.
- e) Text and graphic formats are correctly described.

Note on range for the outcome

Formats: paper; electronic.

Output device: printer.

Document: letter; menu; report (including a chart); newsletter (including an image).

Output options: page set-up; printer set-up.

Evidence requirements

Performance evidence that the candidate can output a document to the standards defined by performance criteria (a) to (c). Candidates must output a minimum of four documents, one example of each item in the range; two of these documents should be output in paper format and two of the documents should be output in electronic format (such as HTML or PDF format). The paper documents must illustrate two different orientations (portrait and landscape).

Evidence of knowledge and understanding will consist of 5 objective questions relating to the underpinning knowledge relevant to performance criteria (c) and (e). Candidates are required to produce at least 3 correct answers.

National Unit Specification: statement of standards (cont)

UNIT PC Passport: Word Processing (Intermediate 2)

EVIDENCE REQUIREMENTS FOR THE UNIT

The assessment of knowledge and understanding can be combined into a single instrument of assessment consisting of 25 objective questions relating to outcomes 1, 2 and 3. The distribution of questions should adhere to the evidence requirements for each outcome:

Outcome 1	10 questions
Outcome 2	10 questions
Outcome 3	5 questions.

The combined pass mark for this assessment is 17 correct answers (out of 25 questions). If a single instrument of assessment is used, it is not necessary to satisfy the pass mark for each outcome. Candidates will be deemed to have achieved all outcomes (with respect to their knowledge and understanding) if their combined score is at least 17 out of 25. However, for the purposes of re-assessment, the individual thresholds for each outcome will be followed.

National Unit Specification: support notes

UNIT PC Passport: Word Processing (Intermediate 2)

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 may be delivered as a stand-alone unit or in combination with other units as part of the PC Passport award at Intermediate 2 level.

This unit is one of a series of units entitled *Word Processing*. Similar units exist at Intermediate 1 and Higher levels.

Corresponding the Outcome 1-3

The term “word processing” is used to indicate the use of full-featured word processing applications which go beyond a mere text editor and provide full formatting and layout facilities along with table feature and mailmerge.

Outcome 1

This outcome relates to the routine tasks candidates must be able to perform in order to make use of a word processing application. Routine tasks are those required from a competent WP operator in the workplace. The required tasks are defined in the range. The performance criteria define the standards which should be applied to candidate activity.

Performance criterion (a) requires the candidate to use hardware efficiently and effectively. The range of hardware used by candidates will vary from centre to centre, but typical hardware would include: keyboard, pointing device (such as a mouse), screen, printer and system unit. Effective use of hardware means that, for example, candidates will be able to use the hardware without assistance. They are also expected to complete the prescribed range of activities efficiently, in other words, within an acceptable period of time (although this would not extend to stipulating a typing speed in words per minute) and without too many attempts. The tasks set for candidates should be non-complex but typical of those tasks expected of employees in a working situation (such as efficiently organising their files using hierarchical folders).

Performance criterion (b) requires candidates to use an operating system efficiently and effectively. The use of the OS should be limited to that required to carry out the tasks defined in the range. At this level, there is a requirement that candidates not only accomplish the task (which relates to effectiveness) but that they also complete the task efficiently – without assistance and within a short period of time. So, for example, it is not acceptable for them to require repeated attempts at copying a file.

Performance criterion (c) relates to the help facility of a Word processing application. Candidates should be able to find help and use it effectively to navigate to information in the help database.

Performance criterion (d) requires candidates to use whichever search facilities are available on menu bars, toolbars, taskpanes or from a search facility independent of the WP application such as that integrated into the operating system.

National Unit Specification: support notes (cont)

UNIT PC Passport: Word Processing (Intermediate 2)

Performance criterion (e) relates to the terminology of word processing. At this level, candidates are expected to possess a fairly extensive technical vocabulary relating to computer hardware, computer software and routine aspects of full-featured word processing.

Outcome 2

This outcome relates to creating a word processing document. The type of information that candidates are expected to deal with should be familiar (but non-trivial), and relate to personal or business situations. The performance criteria define the standards which should be applied to candidate activity.

Performance criterion (a) requires candidates to type in text as requested for a routine document using the standard features of the software without undue delay and using any input device available that suits them. Usually this would be a standard keyboard but it could use handwriting recognition, speech recognition or a specially adapted keyboard. Important points to bear in mind would be to know at this stage what sort of portfolio it is destined for and save and/or print accordingly to local machine and/or network and/or removable medium.

Performance criterion (b) requires candidates to follow the instructions for the exercise in such a way that the final resulting document matches the instructions sufficiently to be described as fit-for-purpose. For instance a business letter would follow some 'house' rules regarding positioning of addresses and salutations

Performance criterion (c) requires that the document is consistent with its contents. For example that a business letter to a prospective employer would adopt a formal tone and avoid outlandish graphics.

Performance criterion (d) requires that the document is free from errors of spelling and grammar. At this level there is no requirement to explore the finer points of style or use a thesaurus but if the spelling and grammar checker flags up a mistake then they must be able to run it and correct the fault.

Outcome 3

This outcome relates to previewing and printing the Word processing document.

Performance criterion (a) requires candidates to know which device he is printing to and check that the printer is ready eg no paper jam light, no out of paper message, no low ink/toner. On the other hand if there is a low ink or toner message then they would not be expected to replace the consumable but they should know the fault procedure and be able to follow it. Eg report an out of paper message and have someone load paper.

Performance criterion (b) relates to previewing to avoid output being clipped or spread across sheets in a way that would spoil the document. This then involves being able to call up, use and if needs be close preview mode and where necessary alter page setup.

Performance criterion (c) requires candidates to open the print dialog box and check that they have the correct

1. printer name matching the physical device located to satisfy criterion (a),
2. page range
3. number of copies
4. orientation
5. paper

National Unit Specification: support notes (cont)

UNIT PC Passport: Word Processing (Intermediate 2)

Performance criterion (d) requires candidates to effectively combine text and graphics. Therefore it would be vital to introduce them to the concept of in-line graphics versus an object free to float in front of text. On the other hand it is not a full-blown DTP course.

Performance criterion (e) requires candidates to correctly describe text and graphics formats. They should probably be familiar with the dozen most common formats. (eg Word on PC & Mac, Clarisworks, Appleworks, Lotus, WordPerfect, pdf, txt, rtf, jpeg, gif, bmp, pict)

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

A practical, hands-on approach to learning should be adopted. The emphasis should be on learning-by-doing. Terminology and underpinning knowledge should be introduced in a practical context.

The actual distribution of time between outcomes is at the discretion of the centre. However, the following distribution is suggested:

Outcome 1	11 hours
Outcome 2	18 hours
Outcome 3	11 hours

Throughout this unit, candidate activities should relate to their personal or recognisable business interests. For example candidates should be offered exercises involving letters, menus, newsletters or free text that can genuinely hope to stimulate their interest.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

It is recommended that centres combine the assessment of knowledge and understanding into a single objective question paper. Re-assessment should be undertaken by re-assessing the specific outcomes which have not been passed.

Evidence of practical competence should be stored in a portfolio. At the completion of this unit the portfolio should contain a range of evidence, drawn from the evidence requirements for each outcome. This will include an observation checklist (Outcome 1), copies of documents (Outcomes 2&3).

This material may be stored in paper or electronic format. Centres may choose to store candidate evidence in an electronic portfolio (e-portfolio).

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 Arrangements* (SQA, publication code AA0645).