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|  |  | **Unit ID: 104** | |
| **Domain** |  | **OFFICE ADMINISTRATION** |  |
| **Title: Demonstrate intermediate word**  **processing skills in an office environment** | | |  |
| **Level: 3** |  |  | **Credits: 8** |

# Purpose

This unit standard is intended for those who demonstrate intermediate word processing skills to perform administrative duties in an office environment. People credited with this unit standard are able to develop advanced keyboarding and typing skills; produce, format and edit a word processing document; and Manage tables, illustrations, symbols and text.

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisite:

* + Unit 1157 – *Demonstrate basic knowledge of workplace health and safety*
  + Unit 93 *– Demonstrate basic word processing skills to perform administrative duties* or demonstrated equivalent knowledge and skills.

1. To demonstrate competence, at a minimum evidence is required of applying safe work practices and advanced keyboard skills to produce and check accuracy of two (2) documents. Evidence may be collected from typing letters, agendas, memorandums, submissions and notices at a typing speed of 35 words per minute.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which administrative operations are carried out.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements. .

1. Regulations and legislation relevant to this unit standard include the following:
   * Labour Act, No. 11, 2007
   * Occupational Health and Safety Regulations, 1997 and all subsequent amendments.

**Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority on [www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on www.nta.com.na

# Elements and Performance Criteria

**Element 1: Develop keyboarding and typing skills**

## Performance Criteria

1.1 Correct typing posture and ergonomic is applied.

1.2 Alphanumeric, special characters, and symbol text is produced using the touch typing techniques.

1.3 Typing speed of 45 words per minute is achieved.

## Element 2: Produce, format and edit a word processing document

**Range:**

Specifications refers to creating tables, page numbering, page borders, expansion of abbreviations, print on a headed paper, landscape printing, and consistency.

Formatting refers to shading, border colours, text direction, bullets and numbering, subscript and superscript, line spacing, margins and font cases.

Editing refers to insert, delete and replace text; insert and delete line space; and move text between pages.

## Performance Criteria

2.1 Document is created as per given specifications.

2.2 Document is formatted and edited.

2.3 Document is checked for accuracy and errors corrected.

2.4 Find and replace feature is applied.

2.5 Document is saved and printed.

## Element 3: Manage tables, illustrations, symbols and text

**Range:**

Formatting includes, but not limited to, resizing, cropping, colouring, alignment, text wrapping, and grouping.

Illustrations include Pictures, Shapes, SmartArt, Chart, Screenshot, Icons, and 3D models.

## Performance Criteria

3.1 WordArts are inserted and formatted.

3.2 Illustrations are inserted and formatted.

3.3 Symbols are inserted.

3.4 Tables are inserted and formatted.

# Registration Data

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| **Subfield:** | Business Services |
|  |  |
| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 September 2018 |
| **Anticipated review:** | 2023 |
|  |  |
| **Body responsible for review:** | Namibia Training Authority |