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|  | **Unit ID: 117** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Demonstrate advanced word processing** **skills in an office environment** |
| **Level: 4** | **Credits: 10** |

# Purpose

This unit standard is intended for those who demonstrate advanced word processing skills 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 word processing documents.

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 104 *– Demonstrate intermediate 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, reports and notices at a typing speed of 45 words per minute.

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

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer’s specifications.

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.

6. The application of this unit standard is limited to the use of Microsoft Word.

**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](http://www.nta.com).na

**Elements and Performance Criteria**

**Element 1: Develop advanced 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 55 words per minute is achieved.

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

**Range:**

Formatting and editing include but not limited to headers and footers; bullets and numbering; indent; newspaper columns; different odds and even section breaks; merge and split cells in tables; and correctional signs.

Multiples documents include but not limited to the use of mail merge.

Templates include but not limited to faxes, memos, invoices and letters.

# Performance Criteria

2.1 Types of word processing documents are listed and explained.

2.2 Layout of word processing documents are explained and applied.

2.3 Formatting and editing features in word processing documents are demonstrated and applied.

2.4 Mail merge feature is explained and its steps are demonstrated to create multiple documents.

2.5 Word processing documents are produced without errors.

2.6 Word processing build-in templates are used as per given specifications.

2.7 Word processing document is saved, shared and printed.

# Element 3: Manage word processing documents

**Range:**

File control refers to: applying of passwords, applying file backups.

File types refer to documents and templates.

# Performance Criteria

3.1 Access to word processing file is controlled and protected.

3.2 File types are differentiated and applied.

# Registration Data

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