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|  | **Unit ID: 127** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Demonstrate complex word processing skills in an office environment** |
| **Level: 5** | **Credits: 16** |

# Purpose

This unit standard is intended for those who demonstrate complex word processing skills in an office environment. People credited with this unit standard are able to develop complex keyboarding and typing skills; manage multiple documents within a word processing application produce; format text utilising a word processing application; format paragraphs in an existing word processing document;Format Pages within an existing word processing document.

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 117 *– Demonstrate more advanced 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 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 55 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. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

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.

**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 complex keyboarding and typing skills**

# Performance Criteria

1.1 Typing posture 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 demonstrated and achieved.

**Element 2:** **Manage multiple documents within a word processing application**

# Range

Multiple documents refer to minimum two or more documents.

# Performance Criteria

2.1 Opening of several documents are demonstrated.

2.2 Documents are adjusted to enable simultaneous viewing.

2.3 Text is manipulated between active documents.

**Element 3:** **Format text utilising a word processing application.**

# Performance Criteria

3.1 A border is applied to and removed from text.

3.2 Shading is applied to and removed from text.

3.3 Format of date and time is selected and inserted.

3.4 Characters and symbols are added to a document.

3.5 Hyphenation is selected and applied to a document.

3.6 Text effects are demonstrated and applied for various purposes.

3.7 Character Spacing in a document is modified.

**Element 4:** **Format paragraphs in an existing word processing document.**

# Performance Criteria

4.1 Tabs are set and clear in a document.

4.2 Default tab settings are modified as per given instructions.

4.3 Bullets are applied to and removed from a paragraph.

4.4 Bullet formats are demonstrated and applied as per given instructions.

4.5 Difference between numbered text and outline numbered text is explained.

4.6 Numbering is applied to and removed from selected text in an existing document.

4.7 Numbering formats are modified as per given instructions.

4.8 Paragraph border application is demonstrated as per given instructions.

4.9 Paragraph spacing is modified as per given instructions.

**Element 5: Format Pages within an existing word processing document.**

# Performance Criteria

5.1 Page layout is modified as per given instructions.

5.2 Manual Page breaks are demonstrated.

5.3 Page breaks are deleted.

5.4 Section breaks are selected and inserted.

5.5 Different page numbering formats are inserted in different section breaks.

5.6 Page border is applied to and removed from a document.

# Registration Data

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