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|  | **Unit ID: 93** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Demonstrate word processing**  **skills in an office environment** |
| **Level: 2** | **Credits: 8** |

# Purpose

This unit standard is intended for those who demonstrate word processing skills in an office environment. People credited with this unit standard are able to develop keyboarding and typing skills; produce a word processing document; retrieve, format and edit a word processing document; use the Help function in a word processing document; print a word processing document; and check accuracy of document.

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

# Special Notes

1. Entry information

Prerequisites

* + Unit 1157 *- Demonstrate basic knowledge of workplace health and safety* 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) basic documents. Evidence may be collected from typing letters, agendas, memorandums and notices at a typing speed of 25 words per minute with 98% accuracy.

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

1. Glossary

* + *Office equipment* may include but is not limited to computer, mouse, external devices, storage devices and basic computer applications.

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 keyboarding and typing skills

**Range:**

WPM (Words Per Minute) refers to the number of words processed in one minute while typing.

Ergonomic requirements may include chair height, seat and back adjustment; document holder, footrest; keyboard and mouse position; lighting; posture; screen position and workstation height and layout.

Alphanumeric consisting of both letters and numbers.

Special characters may include @, #, $, %, & and punctuation marks like!, ?, and \*. They are not letters or numbers.

Symbol text refers to a form of writing that involves the use of symbols, or icons rather than alphanumeric characters. This include 😊; ©; and ®.

## Performance Criteria

* 1. Keyboard layout and functions are identified and explained.

* 1. Typing posture is applied and maintained by adjusting worksstation to suit ergonomic requirements of the user.

1.3 Text in the form of aalphanumeric, alphabet, numbers, special characters and symbol are produced using the touch-typing techniques.

1.4 Typing speed, at a minimum, of 25 WPM is achieved by applying the touch-typing techniques to complete tasks.

1.5 Speed and accuracy is developed in line with workplace requirements for level of responsibility.

## Element 2: Produce a word processing document

**Range:**

Manuscripts include but not limited to stet, transpose, close, upper/lower cases, underscore, and spacing.

Application features include but not limited to maximise, minimise, restore, page layout, page view, normal view, print preview, zoom, ruler, ribbon, tabs, dictate, transcribe and track changes.

## Performance Criteria

2.1 Word processing application is opened.

2.2 Document is created according to given specifications.

2.3 Manuscripts or correction signs are applied.

2.4 Application features are selected and applied.

2.5 Document is saved according to given instructions.

2.6 Word processing application is closed.

**Element 3: Retrieve, format and edit a word processing document**

## Range

Formatting features may include but is not limited to bold, hyphenation, italics, underline, font type, font size, colours, tabs, strikethrough and alignment.

Editing may include but is not limited to copy, paste, undo, redo, cut, drag and drop, find, replace, spelling and grammar check, and insert.

Retrieval locations may include but not limited, desktop, documents, cloud storage and external storage devices.

## Performance Criteria

3.1 Procedures to retrieve documents are applied.

3.2 Formatting and editing features are applied.

**Element 4: Use the Help function in a word processing document**

## Performance Criteria

4.1 Help function is activated through network connections.

4.2  Help function purpose is explained and demonstrated by using the features.

**Element 5: Print a word processing document**

## Range

Basic troubleshooting procedures may include but not limited to page orientation, print option, print preview, paper supply, power supply and cable connections.

## Performance Criteria

5.1 Printing procedures are applied according to given specifications.

5.2 Basic printing troubleshooting procedures are applied.

**Element 6: Check accuracy of document**

Spelling and grammar feature may include, but are not limited to,

## Performance Criteria

6.1 Document is proofread, and errors corrected in text to ensure accuracy and

clarity.

6.2 Spelling and grammar feature built-in word processors is used to check text document.

6.3 Thesaurus feature is used.

6.4 Artificial intelligence tools are used to enhance text by correcting spelling and grammar, ensure clarity and checking for plagiarism.

6.5 Purpose of word count within a document is explained and

demonstrated.

# 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 |