Word Processing Techniques (8975)

Essential
Intermediate
Advanced
Professional

Syllabus

City & Guilds

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City & Guilds

City & Guilds is a household name – in fact, according to consumer surveys, one in five UK households has one of our qualifications.

We were established 125 years ago to encourage education and training in, and for, the workplace. Today City & Guilds is **the** leading vocational awarding body in the UK, awarding almost 50% of all National Vocational Qualifications. As the only major awarding body solely dedicated to vocational learning, we offer companies worldwide a recognised skills benchmark.

There are more than 8,500 approved City & Guilds centres worldwide offering more than 500 qualifications in almost all sectors – from agriculture to hairdressing and from IT to vehicle maintenance – and awarding over a million certificates every year. We also offer a range of qualifications in essential skills such as numeracy, communication and literacy.

You can choose the level that's right for you and progress as far as you want at a pace that suits you. So whether you are just starting your career, moving up the job ladder or want to get the most from leisure time pursuits, City & Guilds has the ideal qualification to suit your needs.

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Word Processing Techniques

Overview

We have designed this Word Processing syllabus to reflect the facilities available in modern word processing software.

There are four levels:

1 Essential
2 Intermediate
3 Advanced
4 Professional

Each level may be taken independently and each is individually certificated.

The levels provide a progression route in the use of word processing software. Candidates with little or no experience of word processing can start at Essential Level, which provides the skills needed to produce general business documents competently. They can then progress through the Intermediate and Advanced Levels to Professional Level, where candidates will be able to apply specialist functions efficient and select appropriate formats to produce professional quality documents.

At all levels, apart from Essential, interpretation of manuscript forms an integral part of the examination.

For full details of the assessment, marking scheme, sample worked paper and examiner's recommendations please refer to the Word Processing Techniques Examination Guide

Health and safety

Tutors and candidates must keep to all health and safety regulations according to current legislation and welfare requirements.

Resources

The syllabus is not hardware or software specific. However, it has been developed to use the facilities of current software. It is, therefore, assumed that candidates will have access to industry standard hardware and software.

Particularly at higher level, candidates will need to use word processing software offering a graphical user interface (GUI) and a wide range of functions and facilities accessible via menus or icons.

Hardware will need to have sufficient processing speed to run this software efficiently. Centres will need to check that the functions and facilities available on their systems enable candidates to complete the examinations at the level(s) they wish to offer.

Printers should be available which are of sufficient quality to enable candidates to produce hard copy which has the 'professional presentation' required by the aims of this syllabus.

Relationship to other qualifications

Word Processing Techniques awards are part of our range of qualifications for the modern workplace.

Our other awards cover three main areas:

- Accounting
- Information Technology
- Office Administration

Further details can be found on our website.

Entry requirements

There are no formal entry requirements for this examination at any level.

Candidates embarking on an Essential Level course will need minimal previous word processing experience. **Before progressing through the levels candidates should ensure they can demonstrate the skills tested at the previous level.**

At all levels candidates will benefit from a familiarity with the types of documents commonly used in business, and should be able to use the appropriate conventions of English, ie spelling, punctuation and grammar.

Delivery

This course can be taught in a variety of delivery modes. However centres deliver the programme, candidates will require adequate time to practice and consolidate their skills before they are entered for the examination.

An adequately prepared candidate will be able to complete the paper with sufficient time to proof read and correct any errors. Candidates should not rely on their spell checker alone. This will improve centre's successes rates.

Candidates who are not native speakers of English should have at least Intermediate level English.

For full details of the assessment, marking scheme, sample worked paper and examiner's recommendations please refer to the Word Processing Techniques Examination Guide

WPT Conventions

Candidates need to be familiar with the most commonly used conventions for the display of typed material, correction and amendment signs.

1 Follow printers' correction signs and instructions:

A complete checklist of these signs and instructions appears in the Word Processing Techniques Examination Guide

2 Insert the date on letters and memoranda when requested 'today'.

3 Insert other special words, for example, Enc, Encs, URGENT.

4 Copy unfamiliar or foreign words accurately.

5 Know when to use dashes and hyphens correctly.

6 Correct material that contains errors caused by:

- transposition
- repetition
- omission
- faulty keying-in
- spelling
- punctuation
- grammatical agreement
- inconsistency of spacing, layout and style

7 Use a font size of between 11pt and 14pt for body text.

8 Know the difference between serif and sans serif fonts and which of the fonts available to them are of which type.

Sans serif fonts are those without 'tails' (serifs), eg Arial, Helvetica.

Examples of serif fonts are Times New Roman and `Courier`.

9 Leave minimum margins of 1.3cm (1/2")

10 Use consistently throughout a task:

- words and figures
- words and symbols, eg per cent or %
- open or full punctuation
- capital letters
- format of headings
- line spacing between paragraphs or items in a list (except before or after double or 12 line spacing)

11 Leave a minimum of one clear line space before and after headings where necessary, before and after listed items, and sufficient space for the signature in the complementary close of a letter.

12 Locate and extract information from instructions and from other parts of the paper for inclusion in a document.

13 Use correct formats for dates, times (12 hour and 24 hour clock), brackets, items divided by slashes (/) etc.

Word Processing Techniques – Essential Level

Aim

The aim of the Essential Level examination is to assess candidates' ability to use essential word processing skills to produce standard documents accurately, efficiently and with professional presentation.

Target group

The syllabus is for candidates requiring a qualification that equips them with essential word processing skills. This will include students in secondary education, other young people seeking office employment, adult returners wishing to update their skills, or professionals who require essential word processing skills.

Progression

Candidates who complete the Word Processing Techniques syllabus and achieve success in the examination at Essential Level will be ready to progress on to the Word Processing Techniques syllabus at Intermediate Level and also on to the City & Guilds International Applied Information Technology (7235) programme at the certificate level.

Underpinning knowledge and skills

Candidates will need to have the following knowledge and skills to operate competently at this level:

1 General:

Candidates must be able to plan and organise work so that it can be completed within the time available.

2 Keyboarding skills

It is recommended that candidates have a keying-in speed of 20-25 words per minute (wpm).

3 Spell Check

Candidates must be able to use a spell check to correct documents.

4 Page layout

At Essential Level, default page settings are acceptable. Candidates at this level are not required to change page layout settings.

5. Preparing system for use

Switch on/log on to the system and load word processing software.

6 Saving and retrieving documents

Save a document on hard disk, floppy disk or in a network user area.

Retrieve a document for editing from hard disk floppy disk or a network user area.

Save a retrieved and edited document with a different file name so as to retain the original

7 Operating printers

Check the status of the printer, eg on-line, out of paper.

8 Closing down system

Close down the system following correct procedures.

Objectives

Candidates must be able to demonstrate the following occupational competences in order to complete the examination successfully:

1 Create documents

1.1 Create a new document.

1.2 Enter text for a variety of documents from handwritten or typewritten drafts using given layouts. These may include:

- A business letter
- A menu
- A notice
- A short article or report

None of which will exceed 250 words or a single page.

1.3 Use hyphen and dash correctly.

2 Edit documents

2.1 Respond to written instructions and standard amendment signs

2.2 Insert, delete and replace text

2.3 Move text within a page

2.4 Insert and delete blank lines

3 Amend layout
  - 3.1 Change the font style and size of selected text.
  - 3.2 Use bold, italic, underline and capitals for emphasis.
  - 3.3 Change case.
  - 3.4 Use left, centre, and full justification.
  - 3.5 Set left tabs.

4 Complete standard documents
  - 4.1 Retrieve a standard document and complete by entering items of variable information manually.

5 Proof-read and correct documents
  - 5.1 Proof-read a document on screen and correct errors (keying in, spelling, layout, grammar, punctuation) including those not detected by a spell checker.
  - 5.2 Proof-read the hard copy of a document against the original for accuracy of text.

6 Print documents
  - 6.1 Print documents in an acceptable format.

Examination

The one-hour examination will consist of four tasks, which will include both text to be input and text to be retrieved for revision. The number of words to be input will total 300. All four tasks must be completed.

For full details of the assessment, marking scheme, grades sample worked paper and examiner's recommendations please refer to the Word Processing Techniques Examination Guide

Health and safety

Tutors and candidates must observe all health and safety regulations according to current legalisation and welfare requirements.

Useful publications

Tutors should refer to the following publications, which can be ordered from us or downloaded from our website.

- Recommended Reading List (free)
- Support Materials Catalogue (free)
- Marketing literature for this award (free)
- Sample examination paper (free)
- Examination Support Guide for this award

  This publication includes the following:

  - Details of assessment/marking criteria/grades
  - Worked example of assessment
  - Instructions for specialist teachers
  - Chief examiners reports, including tips and recommendations to trainers and candidates.

Word Processing Techniques – Intermediate Level

Aim

The aim of the Intermediate Level examination is to assess candidate's ability to use a wider range of word processing skills to prepare, process and produce business and other documents accurately, efficiently and with professional presentation.

Target group

This syllabus is for candidates aiming for employment as word processor operators, capable of working with limited supervision. Candidates should have a good command of the English language and a sound knowledge of the standards for the production of business or other documents. The syllabus will also be of value to teachers and other professionals who use word processing and want to extend and gain recognition for their skills.

Progression

Candidates who complete the Word Processing Techniques syllabus and achieve success in the examination at Intermediate Level will be ready to progress on to the Word Processing Techniques syllabus at Advanced Level. They will also meet the requirements for Unit 20 (Word Processing) of the City and Guilds International Applied Information Technology (7235) programme at the certificate level.

Underpinning knowledge and skills

In addition to the knowledge and skills required for the Essential Level, candidates need to have the following knowledge and skills to operate competently at this level:

- Keyboarding Skills

It is recommended that candidates have a keying-in speed of 30 – 35 words per minute (wpm)

- File Handling

Handle software media with due regard for security.

Create sub-directories folders to organise files.

Save files on other disks or I other directories/folders.

Make backup copies of files

Locate and retrieve files on other disks or in other directories folders.

Delete files which are no longer required

- Preparing to print documents

Use print preview facilities to check layout.

Replenish paper in a printer correctly.

- Printing documents

Print multiple copies

- Routing copies

List recipients on copy

Indicate recipient on copy

Create a circulation slip.

Objectives

1 Create documents
In addition to the Essential Level criteria, candidates must be able to demonstrate the following occupational competences in order to complete the examination successfully.

1.1 Enter text and format, according to instructions, a variety of documents form hand-written or typewritten drafts. These may include:

- A business letter
- A memorandum
- A document produced from standard paragraphs
- An article
- A report

And will include a document of two pages and one which is to be prepared for printing on headed paper.

2 Edit documents
2.1 Move text between pages

2.2 Copy text within or between pages

2.3 Use search and replace

3 Set/amend layout

3.1 Create a table and enter text in it, adjusting common widths to fit the text.

3.2 Add lines and a border to a table and a border to a paragraph.

3.3 Use landscape orientation.

3.4 Number pages.

3.5 Change margins.

3.6 Insert or remove a hard page break.

3.7 Indent text from left margin.

3.8 Use hanging indent first line to create side headings.

3.9 Change line spacing.

4 Assemble standard documents

4.1 Assemble documents from standard paragraphs.

5 Proofread and correct documents

5.1 Proof-read a document for errors (keying-in, spelling, layout, grammar, punctuation) without reference to a correct copy.

5.2 Expand abbreviations from manuscript, in one task, such as wp. – word processor, while retaining those in common use such as, eg, ie.

Except for & and @, abbreviations to be expanded will be followed by a full stop.

A complete list of abbreviations and their meanings can be found in the Word Processing Techniques Examinations Guide, and all course tutors should be sure to refer to this when preparing their candidates for the examination.

6 Print documents

6.1 Print a document to allow for headed paper.

6.2 Print a two page document in an acceptable format.

6.3 Print a document in landscape format.

Examination

The Intermediate level exam lasts for 1½ hours.

The examination will consist of an assignment of three tasks and the candidate will be assumed to be working in one organisation. The examination will contain both text to be entered and stored and text to be retrieved for revision. The number of words to be input will total 450.

For further details of how papers are marked and graded, examples of worked papers, examiners' recommendations and other useful information please refer to the Word Processing Techniques Examination Guide.

Health and safety

Tutors and candidates must observe all health and safety regulations according to current legalisation and welfare requirements.

Useful publications

Tutors should refer to the following publications, which can be ordered from us or downloaded from our website.

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- Examination Support Guide for this award

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  - Worked example of assessment
  - Instructions for specialist teachers
  - Chief examiners reports, including tips and recommendations to trainers and candidates

Word Processing – Advanced Level

Aim

The aim of the Advanced Level examination is to assess the candidate's ability to use an increasingly sophisticated range of facilities available in modern word processing software to prepare, process and produce a range of documents accurately, efficiently and with professional presentation.

Target group

This syllabus is for candidates aiming for employment as high-level word processor operators, able to use a wide range of word processing facilities and capable of working independently. The syllabus will be of value all professionals who use word processing and want to extend and gain recognition for their skills.

Progression

Candidates who complete the Word Processing Techniques syllabus and achieve success in the examination at Advanced Level will be ready to progress on to the Word Processing Techniques syllabus at Professional Level. They also meet the requirements for Unit 24 (Advanced Word Processing) of the City and Guilds International Applied Information Technology (7235) programme at the diploma level.

Underpinning knowledge and skills

In addition to the knowledge and skills required for the Intermediate Level, candidates need to have the following knowledge and skills to operate competently at this level.

- Keyboarding skills

It is recommended that candidates have a keying-in speed of 40-45 words per minute (wpm).

- Finding files

Use search facilities to find files where the filename is known but the location is not.

- Using dictionaries and thesaurus

Create a custom dictionary.

Add correct words not recognised by the standard dictionary to a custom dictionary.

Use a thesaurus facility to find alternative words.

- Using on-line help

Use on-line help facilities, if required, to find out how to carry out a task.

- Setting Defaults

Set default values for margins, paper size, paper orientation, font size.

- Printing documents

Change settings for the paper source where more than one is available.

Select the correct printer driver for the printer being used.

Print selected pages of a multi-page document.

Objectives

In addition to the Intermediate Level criteria, candidates must be able to demonstrate the following occupational competences in order to complete the examination successfully:

1 Create documents

1.1 Create layouts for a variety of documents. These may include:

  - A business letter
  - A memorandum
  - A questionnaire
  - A form
  - A document with a tear-off section (margin to margin)
  - An article
  - A report

And will include multi-page documents.

1.2 Enter and format text according to the layout created.

2 Edit documents

2.1. Move or copy text between documents.

2.2 Import a graphic and resize to less than 6cm x 6 cm (2 x 2 'D).

2.3 Insert or delete columns, rows or cells in a table.

2.4 Identify and correct inconsistencies of style within the text, eg figures, times, dates, measurements, punctuation.

3 Set/amend layout

3.1 Use borders of different line type or thickness and shading.

3.2 Add space between border and text.

3.3 Use drawing tools to add lines or boxes to documents.

3.4 Create numbered paragraphs lists.

3.5 Create bulleted paragraphs lists.

3.6 Increase or reduce spacing before or after paragraphs.

3.7 Set centre, right and decimal tabs including the use of leader dots.

3.8 Arrange text in newspaper columns.

3.9 Indent text from both margins.

3.10 Use headers and footers, including automatic page numbering.

4 Use mail merge

4.1 Create a data file of variable data.

4.2 Create a standard document and merge it with a previously created data file.

5 Proof-read and correct documents

5.1 Proof read all documents for errors (keying-in, spelling, layout, grammar, punctuation) without reference to correct copies.

6 Print documents

6.1 Print a data file.

6.2 Print copies of merged documents including variable data.

6.3 Print a multi-page document in an acceptable format.

Examination

The two-hour examination will consist of an integrated assignment and the candidate will be set a business scenario where they will be assumed to be working in one organisation. The examination will contain both text to be entered and stored and text to be retrieved for revision. The number of words to be input will total 525.

For further details of how papers are marked and graded, examples of worked papers, examiner's recommendations and other useful information please refer to the Word Processing Techniques Examination Guide

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Word Processing Techniques – Professional Level

Aim

The aim of the Professional Level examination is to assess candidates' ability to use the majority of the facilities available in modern word processing software to prepare, process and produce a wide range of documents accurately, efficiently and with professional presentation

Target group

This syllabus is for candidates who wish to gain an internationally recognised word processing qualification, demanding the highest level of competence in sophisticated word processing techniques of any qualification worldwide. Potential candidates will already have advanced word processing skills and will want to demonstrate their capabilities in document production using the majority of the enhanced facilities and functions available in modern word processing software.

This will include IT professionals, supervisory or senior secretarial staff and personal assistants who require the highest level of word processing skills to enable them to prepare a wide range of complex documents. Some of the facilities covered will be of particular value to those working in legal offices or publishing. Candidates at this level should have a good command of the English language and good numeracy skills.

Progression

Candidates who complete the Word Processing Techniques syllabus and achieve success in the examination at Professional Level will meet the requirement for Unit 24 (Advanced Word Processing) of the City & Guilds International Applied Information Technology (7235) programme at the diploma level.

Underpinning knowledge and skills

In addition to the knowledge and skills required for the advanced Level, candidates need to have the following knowledge and skills to operate competently at this level.

1 Interpretation
Recognise the requirements of the document and select and use the most efficient functions and facilities to meet them.

2 Keyboarding skills
It is recommended that candidates have a keying-in speed of at least 45 wpm.

3 File Handling
Use search facilities to find files using the following criteria:

- date
- time
- author
- summary information
- content

Save and retrieve files in different formats, eg text only, rich text format (RTF).

4 Saving standard text
Create standard paragraphs, sentences or phrases and save as glossary (autotext) entries.

5 Using editing facilities
Use grammar check software to check the grammar of documents.

Link and embed objects so that changes to the source will automatically updated in the document.

6 Protecting documents
Require a password to open.

Require a password for write access.

7 Using templates
Create templates for a variety of documents.

8 Using macros
Record a macro to automate a process.

Use an existing macro.

9 Printing documents
Select a different paper source for the first page of a document if available.

Change printer consumables (ribbons, cartridges).

Route documents to different printers and configure accordingly.

Objectives

In addition to the Advanced Level criteria candidates must be able to demonstrate the following occupational competences in order to complete the examination successfully:

1 Create and assemble documents

1.1 Create a variety of documents. These may include:

- A business letter
- A memorandum
- A report
- A form or form letter
- An agenda
- Minutes
- A legal document
- A circular
- A facsimile cover sheet

And will include documents where different formatting is required for different sections.

2 Use outline facilities

2.1 Enter headings at different levels.

2.2 Change the level of headings or body text.

2.3 Enter and retrieve body text.

2.4 Move headings and associated sub-headings and body text.

2.5 Apply multi-level numbering to headings and sub-headings or paragraphs.

3 Edit documents

3.1 Sort lists alphabetically or numerically.

3.2 Import a spreadsheet, graph or chart which comprises less than half an A4 page.

3.3 Change the order of data in a table.

3.4 Use mathematical functions.

3.5 Import text, reconciling differences in the format.

4 Set/amend layout

4.1 Merge or split cells in a table.

4.2 Use different headers or footers for the first page of a document or for odd and even pages.

4.3 Start page numbering at a specified number.

4.4 Mirror margins on odd and even pages to create a binding (gutter) margin when printing double sided.

4.5 Create an index, a contents table or cross references.

4.6 Use footnotes or end notes.

4.7 Use field codes to insert variable data.

4.8 Use available character formatting. This may include subscript, superscript, double underline, strike through, or small caps.

4.9 Insert non-keyboard symbols.

4.10 Use frames to position text or graphics.

5 Use mail merge

5.1 Create and use a data file of variable length records.

5.2 Select specified records from a data file for merging with a standard document.

5.3 Use merge facilities removing blank lines from records.

5.4 Use merge facilities to create mailing labels from a data file.

6 Print documents

6.1 Print odd and even pages separately to enable double siding.

6.2 Print mailing labels created from a data file.

Examination

The Professional Level examination lasts for 2 ½ hours

The examination will consist of an integrated assignment and the candidate will be assumed to be working for one organisation. Each examination will contain both text to be entered and stored and text to be retrieved for revision. The number of words to be input will total 550. In making the assessment realistic within the time constraints of the examination, it may not be possible to test every objective in every examination.

For further details of how papers are marked and graded, examples of worked papers, examiners' recommendations and other useful information pleas refer to the Word Processing Techniques Examination Guide.

Health and safety

Tutors and candidates must observe all health and safety regulations according to current legalisation and welfare requirements.

Useful publications

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