



Level 5 Diploma in Secretarial Studies (777) 145 Credits



| | |
|--|--|
| Unit: Computer Keyboard, Typing and Word Processing Skills | Guided Learning Hours: 360 |
| Exam Paper No.: 1 | Number of Credits: 36 |
| Prerequisites: Basic business knowledge. | Corequisites: Completion of Certificate in Business Studies or equivalence. |
| Aim: The unit combines both keyboard and Microsoft Word Process skills Computer Keyboard, Typing As part of the revolution in communication introduced by email, every computer operator uses the keyboard to keep in touch with one another. Businesses create business letters, reports and presentations frequently, yet few have had any formal keyboard training. The unit prepares learners for a career working as a secretary by developing typing and word processing skills. Microsoft Word The unit covers powerful word processing capabilities, such as creating, modifying, saving, and printing a document to give learners confidence in formatting characters and paragraphs, and moving, copying, changing, and deleting text. Learners will gain skill in using the powerful mail merge features to create personalised letters, envelopes, and labels. Also covered is how to insert and format graphic images, including clip art, auto shapes, wordart, organisational charts, creating and enhancing Web pages using templates and themes and how to proof a document for potential errors by using Word's proofing tools. | |
| Required Materials: Recommended Learning Resources. | Supplementary Materials: Lecture notes and tutor extra reading recommendations. |
| Special Requirements: Significant hands-on labs using Microsoft Word. | |
| Intended Learning Outcomes: Computer Keyboard, Typing 1 The additional and special key functions on the keyboard (ESC(ape) key, TAB key, CTRL (control) key, SHIFT key, ALT (alternate) key, and to the immediate right are the SPACE BAR and the CAPS LOCK key). 2 The qwerty keyboard designed to keep letters commonly used together away from each other to prevent jamming; letters, numbers and function keys. 3 The process of increasing typing speed and accuracy by placing hands over the keyboard in a particular way. | Assessment Criteria: Computer Keyboard, Typing 1.1 Describe the Function keys (F keys) 1.2 Identify the use of the Return (Enter) key 1.3 Analyse the function of the Escape (Esc) key 1.4 Identify the use of the Control (CTRL) key 1.5 Analyse the function of the Alternate (ALT) key 1.6 Identify the use of the Caps Lock key 1.7 Explain the num lock and numeric keypad 2.1 Identify the layout of the QWERTY keyboard 2.2 Explain the use of the keyboard to input letters of the alphabet, numbers and spaces 2.3 Identify how to use Caps Lock and Shift key 2.4 Define the purpose of the cursor 2.5 Demonstrate how to use the Return key 2.6 Identify the difference between Backspace and Delete keys 2.7 Demonstrate how to use Tab key and Shift + Tab 2.8 Identify the useful combination of the Ctrl, Alt and F1-F12 keys 2.9 Identify how and when to use the Shift key when typing punctuation marks and other symbols 3.1 Identify how to position fingers on the Home Keys (ASDF JKL;) 3.2 Identify the appropriate fingers used for the E, R and I keys |




| | | |
|---|------|--|
| | 3.3 | Identify the appropriate finger used for the E key |
| | 3.4 | Identify the appropriate fingers used for the T , G and K keys |
| | 3.5 | Identify the appropriate finger used for the Y key |
| | 3.6 | Identify the appropriate fingers used for the B , N and comma (,) keys |
| | 3.7 | Identify the appropriate finger used for the M key |
| | 3.8 | Identify the appropriate fingers used for the C and V keys |
| | 3.9 | Identify the appropriate fingers used for the S , W , L , O and full stop (.) |
| | 3.10 | Identify the appropriate finger used for the X key |
| | 3.11 | Identify the appropriate finger used for the P key |
| | 3.12 | Identify the appropriate fingers used for the Z and Q keys |
| | 3.13 | Analyse and learn to position other keys relative to the Home Keys |
| | 3.14 | Examine and practice typing using letters of the alphabet |
| | 3.15 | Identify the appropriate fingers used for 4 , 5 and 6 on the numeric keypad |
| | 3.16 | Identify the appropriate fingers used for 7 and 1 on the numeric keypad |
| | 3.17 | Identify the appropriate fingers used for 8 and 2 on the numeric keypad |
| | 3.18 | Identify the appropriate fingers used for 9 and 3 on the numeric keypad |
| | 3.19 | Identify the appropriate fingers used for 0 and decimal point (.) on the numeric keypad |
| | 3.20 | Identify the appropriate fingers used for + and - on the numeric keypad |
| 4 | 4.1 | Identify how to centre, bold, italics and underline headings |
| | 4.2 | Identify how to format text using font size, font colour and line spacing |
| | 4.3 | Describe the formatting toolbar attributes |
| 5 | 5.1 | Demonstrate how to design business letters, faxes and memorandums |
| | 5.2 | Identify different paper size and their use |
| | 5.3 | Demonstrate how to modify margins |
| | 5.4 | Demonstrate how to insert date and page numbers |
| | 5.5 | Define headers, footers and footnotes |
| | 5.6 | Analyse envelope addressing techniques |
| | 5.7 | Demonstrate how to create 2 or 3 columned documents |
| 6 | 6.1 | Define cells, rows and columns |
| | 6.2 | Identify how to insert tables in documents |
| | 6.3 | Identify how to move and select table items |
| | 6.4 | Demonstrate how to delete or insert rows or columns |
| | 6.5 | Identify how to insert borders and shading |
| | 6.6 | Demonstrate how to insert figs i.e fig 1, fig 2 |
| | 6.7 | Demonstrate how to design and create invoices |

| | |
|---|--|
| <p>7 The content, meaning, layout and the creation of legal business documents; legal documents and forms, purchase orders, partnership agreements and loan agreements.</p> <p>Microsoft Word</p> <p>1. Understand Microsoft Word basics, including; creating a new document, saving a new document, using AutoComplete, inserting and editing text, previewing documents and printing.</p> <p>2. Creating bulleted lists, selecting a font, applying typestyle formats, applying paragraph formats, setting margins, running spelling and grammar check.</p> <p>3. Setting the page orientation, applying page borders and using templates.</p> | <p>7.1 Identify the structure of forms, terms and condition documents and general business agreement documents</p> <p>7.2 Demonstrate how to create company formation documents</p> <p>7.3 Demonstrate creating the structure and content of employment forms</p> <p>7.4 Demonstrate creating divorce, marriage and relationship forms</p> <p>7.5 Demonstrate creating domestic/consumer forms and documents</p> <p>7.6 Demonstrate creating different financial related documents</p> <p>7.7 Demonstrate creating partnership and partnership agreement documents</p> <p>7.8 Demonstrate creating power of attorney legal documents</p> <p>7.9 Demonstrate creating property letting forms</p> <p>7.10 Demonstrate creating legal will documents</p> <p>Microsoft Word</p> <p>1.1 Demonstrate how to start Word, explore the Word screen, learn about menu bars and toolbars</p> <p>1.2 Demonstrate how to get help</p> <p>1.3 Demonstrate how to create a document, enter text in a document, delete and change text and insert text.</p> <p>1.4 Demonstrate how to save a word or text document.</p> <p>1.5 Explain the different program file system types</p> <p>1.6 Illustrate how to save a document, print a document, close and exit Word</p> <p>1.7 Define word wrap; differentiate between a hard and a soft return.</p> <p>1.8 Distinguish between the insert and overwrite modes.</p> <p>1.9 Describe the elements of the Microsoft Word screen.</p> <p>2.1 Demonstrate how to change font and font size; underline, bold and highlight text</p> <p>2.2 Demonstrate how to change the case of text</p> <p>2.3 Define how to copy text, format, insert a bullet list, move text, paste text and use undo feature</p> <p>2.4 Illustrate using the AutoCorrect feature</p> <p>2.5 Identify how to check the spelling</p> <p>2.6 Demonstrate how to set and change the right and left, and top and bottom margins</p> <p>2.7 Demonstrate how to set the line spacing, change the horizontal alignment and indent text.</p> <p>3.1 Illustrate how to use hyphenation, create a hanging indent paragraph, prevent text from separating, between pages and center text vertically on a page.</p> <p>3.2 Demonstrate how to add page numbers to text</p> <p>3.3 Identify how to insert page and section breaks</p> <p>3.4 Demonstrate how to add page numbers to text</p> <p>3.5 Explain how to change page size and orientation</p> |
|---|--|

| | | |
|---|------|--|
| 4. Creating a table, sort, applying AutoFormat to a table, creating a header row, inserting and resizing graphics. | 3.6 | Identify how to create footnotes and endnotes and create headers and footers |
| | 3.7 | Define how to apply columns to existing text |
| | 4.1 | Identify how to create a table, enter text into a table, insert/delete rows and columns in a table |
| 5. Understand the purpose of headers and footers; searching, replacing text, inserting bookmarks; applying styles, creating word/paragraph styles, modifying/deleting a style and copying a style to another document | 4.2 | Demonstrate how to adjust column widths and row height |
| | 4.3 | Define how to apply shading and borders to a table |
| | 4.4 | Demonstrate how to insert a graphical image, move and size an image, wrap text around an image and create a text box |
| | 4.5 | Demonstrate how to Add fill and shadow to text box |
| | 4.6 | Identify how to use WordArt |
| | 5.1 | Identify how to edit headers and footers |
| | 5.2 | Demonstrate how to use multiple headers and footers in a document |
| | 5.3 | Explain how to find and replace text |
| | 5.4 | Demonstrate how to move to specific document locations |
| | 5.5 | Explain how to insert Bookmarks, create/edit hyperlinks |
| | 5.6 | Define how to create an index, format and modify an index |
| | 5.7 | Illustrate how to create a table of contents |
| 6. Mail merge, how to use the mail merge wizard, data source and merge fields. | 5.8 | Explain how to use predefined styles |
| | 5.9 | Describe how to create templates. |
| | 5.10 | Define how to use the style gallery |
| | 5.11 | Illustrate how to create and use a template |
| | 5.12 | Demonstrate how to protect a work document |
| | 6.1 | Define mail merge |
| | 6.2 | Demonstrate how to create a main document for merging |
| | 6.3 | Demonstrate how to insert merge fields |
| | 6.4 | Identify how to create a data source for merging |
| | 6.5 | Identify how to merge a main document with a data source |
| 7. Organising a new document using the outline view; assigning outline levels to a paragraph and creating hyperlinks. | 6.6 | Demonstrate how to create mailing labels |
| | 6.7 | Define how to add an address to an envelope |
| | 6.8 | Demonstrate how to sort a data source |
| | 6.9 | Identify how to create a merge from an Excel spreadsheet. |
| | 6.10 | Demonstrate creating address labels |
| | 7.1 | Illustrate how to display multiple documents |
| | 7.2 | Identify how to copy and paste between documents |
| | 7.3 | Demonstrate how to paste an Excel worksheet |
| | 7.4 | Illustrate how to embed an Excel worksheet |
| | 7.5 | Define how to link an Excel worksheet |
| | 7.6 | Explain how to create, collapse and expand an outline |
| | 7.7 | Demonstrate how to create a PowerPoint slide show from an outline |
| | 7.8 | Demonstrate how to use the Web Page Wizard |
| | 7.9 | Demonstrate how to view a web page |
| | 7.10 | Demonstrate how to create a web page from a Word document. |

| | |
|--|---|
| <p>8. How to mark index entries, subentries, generating an index; creating a table of contents inserting style references; using track changes, inserting comments, and the Highlight tool.</p> <p>9. Creating forms, inserting text in a form field, restricting a text form field's length, drop-down form-fields, check boxes including protecting a form and filling-in a form on screen and creating a new toolbar, autotext entry and recording a macro.</p> | <p>8.1 Identify how to create and modify document indexes and tables</p> <p>8.2 Demonstrate how to insert and modify endnotes, footnotes, captions, and cross-references</p> <p>8.3 Demonstrate how to create and manage master documents and subdocuments</p> <p>8.4 Illustrate how to circulate documents for review</p> <p>8.5 Illustrate how to compare and merge document versions</p> <p>8.6 Demonstrate how to insert, view and edit comments</p> <p>8.7 Demonstrate how to track, accept, and reject proposed changes</p> <p>9.1 Explain how to create and modify forms</p> <p>9.2 Identify how to protect and restrict forms and documents</p> <p>9.3 Be able to create drop-down form fields and check boxes</p> <p>9.4 Demonstrate attaching digital signatures</p> <p>9.5 Explain how to customise document properties</p> <p>9.6 Define how to insert a chart into a document</p> <p>9.7 Demonstrate how to create, edit, and run macros</p> <p>9.8 Define how to customise menus and toolbars</p> <p>9.9 Identify how to modify Word default settings</p> |
| <p>Methods of Evaluation: A 2½-hour written examination paper with five essay questions, each carrying 20 marks. Candidates are required to answer all questions. Candidates also undertake project/coursework in Computer Keyboard, Typing & WordProcessing Skills with a weighting of 100%.</p> | |

Recommended Learning Resources:
Computer Keyboard, Typing & Wordprocessing Skills

| | |
|---|--|
| <p>Text Books</p> | <p>Computer Keyboard, Typing</p> <ul style="list-style-type: none"> Mastering Computer Typing: Learning the ABCs of the Computer Keyboard by Sheryl Lindsell-Roberts. ISBN-10: 0395714060 Develop Keyboard Skills by Cheryl Price. ISBN-10: 1877292532 Communication Skills at the Keyboard by Mary Anne Miller and James Miller. ISBN-10: 0273025228 <p>Microsoft Word</p> <ul style="list-style-type: none"> Special Edition Using Microsoft Office Word by Faithe Wempen. ISBN-10: 078973608X Microsoft® Office Word Step by Step by Joyce Cox and Joan Preppernau. ISBN-10: 0735623023 Microsoft Office Word - Illustrated Complete by Jennifer Duffy and Carol M. Cram. ISBN-10: 142390527X Microsoft Office Word Inside Out by Katherine Murray, Mary Millhollon and Beth Melton. ISBN-10: 0735623309 |
| <p>Study Manuals</p>  | <p>BCE produced study packs</p> |
| <p>CD ROM</p>  | <p>Power-point slides</p> |
| <p>Software</p>  | <p>Microsoft Word</p> |