OCR
Oxford Cambridge and RSA

Unit Title:	**Word processing software**
OCR unit number:	79
Level:	3
Credit value:	6
Guided learning hours:	45
Unit reference number:	Y/502/4629

Unit purpose and aim

This is the ability to use a software application designed for the creation, editing and production of largely text-based documents.

This unit is about the skills and knowledge required by an IT user to select and use a range of advanced word processing software tools and techniques to produce complex and non-routine documents.

Word processing tools and techniques will be described as 'advanced' because:

• the software tools and functions will be complex and at times require new learning, which will involve having the idea that there may be a tool or function to do something (e.g. improve efficiency or create an effect), exploring technical support, self-teaching and applying;

• the techniques required will be complex, and the process of selecting appropriate techniques may involve research, identification and application; and

• the user will take full responsibility for the inputting, manipulating and outputting of the information.

Learning Outcomes	Assessment Criteria	Examples
The learner will: 1 Enter and combine text and other information accurately within word processing documents	The learner can: 1.1 Summarise what types of information are needed for the document and how they should be linked or integrated 1.2 Use appropriate techniques to enter text and other types of information accurately and efficiently 1.3 Create, use and modify appropriate templates for different types of documents 1.4 Explain how to combine and merge information from other software or	Forms of information: Text, numbers, images, other graphic elements (e.g. lines, borders) Templates: Use existing templates; create, amend and delete templates Combine information: Insert, size, position, wrap, order, group, link information in a document to another source; mail merge documents and labels; hyperlinks,, link information from one type of software to information produced using different software; merge fields Store and retrieve: File

Learning Outcomes	Assessment Criteria	Examples
	multiple documents 1.5 Combine and merge information within a document from a range of sources 1.6 Store and retrieve document and associated files effectively, in line with local guidelines and conventions where available 1.7 Select and use tools and techniques to work with multiple documents or users 1.8 Customise interface to meet needs	properties; protection; versions, storage and backup locations; file formats; open rtf file in application, save file as text, rtf or html, password protection; methods to reduce file size. Templates, stylesheets Work with multiple documents or users: Version control, audit and track changes, compare and merge documents; document sharing and collaboration Customise: Shortcuts, toolbars, menus; default settings; start-up, language
2 Create and modify appropriate layouts, structures and styles for word processing documents	2.1 Analyse and explain the requirements for structure and style 2.2 Create, use and modify columns, tables and forms to organise information 2.3 Define and modify styles for document elements 2.4 Select and use tools and techniques to organise and structure long documents	Tables and forms: Add table, complete forms and tables, convert text to table; create and amend forms; Insert and delete cells, rows and columns, adjust row height and column width; merge and split cells, horizontal and vertical text alignment, cell margin, add borders and shading, sort, position, headings, totals; heading rows; embedded spreadsheet data Styles: Heading styles; Apply or change existing styles to a word, line, paragraph or section; define, organise and use new styles Page layout: Paper size and type, change page orientation, margins, header and footer, page and section breaks, page numbering, date and time, columns, adjust page set up for printing Document structure: Bookmarks, cross referencing using indexes and contents page, outlines, master and sub-

Learning Outcomes	Assessment Criteria	Examples
		documents
3 Use word processing software tools and techniques to format and present documents effectively to meet requirements	3.1 Explain how the information should be formatted to aid meaning 3.2 Select and use appropriate techniques to format characters and paragraphs 3.3 Select and use appropriate page and section layouts to present and print multi-page and multi-section documents 3.4 Check documents meet needs, using IT tools and making corrections as necessary 3.5 Evaluate the quality of the documents produced to ensure they are fit for purpose 3.6 Respond appropriately to any quality problems with documents to ensure that outcomes meet needs and are fit for purpose	Format characters: Size, font style (typeface), colour, bold, underline, italic, superscript, subscript, special characters and symbols, spacing, position Format paragraphs: Alignment, bullets, numbering, line spacing, paragraph spacing, borders, shading, indents, tabs, widows and orphans, outline, sub-numbering, style sheet; custom styles; graphics; objects, text wrap Format columns: Modify column number and width, add column breaks, add columns to whole document and part of a page Automate routines: Keyboard shortcuts; autotext; customise menus; macros Check word processed documents: Spell check, grammar check, typeface and size, hyphenation, page layout, margins, line and page breaks, tables, print preview, accuracy, consistency, clarity; language and dictionary settings; cross referencing Quality problems with word processed documents: Will vary according to the content, for example, text (e.g. styles, structure, layout), images (e.g. size, position, orientation), numbers (e.g. decimal points, results of any calculations); links, cross references, versions

Assessment

All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;

- the information input and output type and structure involved; and

- the IT tools, techniques or functions to be used.

See the Assessment and postal moderation section of the ITQ Centre Handbook.

Evidence requirements

Candidates must complete the Evidence Checklist for this unit with no gaps. Individual unit checklists are available to download from the qualification webpage (see forms).

Guidance on assessment and evidence requirements

Please refer to the ITQ centre handbook on our webpage.

Details of relationship between the unit and national occupational standards

This unit maps fully to competences outlined in IT User National Occupational Standards version 3 (2009).