WP: Word processing software (AOC)

AOC:

→ WP: Word processing software

View

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

Summary

A. A foundation user can basic used word processing software tools and techniques to produce appropriate straightforward or routine documents. Any aspect that is unfamiliar will require support and advice from others.

Word processing tools and techniques will described as 'basic' because:

- the software tools and functions will be pre-determined or commonly used; and
- the techniques needed for text entry, manipulation and outputting will be straightforward or routine.

B. An intermediate user can select and use a range of intermediate word processing software tools and techniques to produce multi-step documents that are at times non-routine or unfamiliar. Any aspect that is unfamiliar may require support and advice from others.

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

- the software tools and functions will be at times non-routine or unfamiliar;
- the choice of techniques will need to take account of a number of factors or elements; and
- the user will take some responsibility for the inputting, manipulating and outputting of the information.

C. An advanced user can 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 involve having the idea that there may be a tool or function to do something (eg improve efficiency or create an effect), exploring technical support, self-teaching and applying;
- the techniques required will be multi-step and 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.

1#!TaB!#Administration#!NwL!#
2#!TaB!#Finance#!NwL!#

Statements of competence

Level 1

view as a QCF Unit [1]

Competences *The competent person will*:	To demonstrate this competence They can:	To demonstrate this competence They can also:
WP:A1 Enter and combine text and other information accurately within word processing documents	A1.3 Use keyboard or other input method [2] to enter or insert text and other information	A1.1 Identify what types of information [6] are needed in documents
	A1.4 Combine information [3] of different forms or from different sources within a document	A1.2 Identify what templates are available and when to use them
	A1.5 Enter information into existing tables, forms and templates	
	A1.6 Use **editing tools** [4] to amend document content	
	A1.7 Store and retrieve [5] document files effectively, in line with local guidelines and conventions where available	
WP:A2 Structure information within word processing documents	A2.1 Create and modify tables [7] to organise tabular or numeric information �	
	A2.2 Select and apply heading styles to text	
WP:A3 Use word processing software tools to format and present documents	A3.2 Select and use appropriate techniques to format characters [8] and paragraphs [9]	A3.1 Identify what formatting to use to enhance presentation of the document
	A3.3 Select and use appropriate **page layout** [9] to present and print documents	
	A3.4 Check documents [10] meet needs, using IT tools and making corrections as appropriate	

Specialisation Administration		In Context Typical documents may include – letters, envelopes, memos, simple reports, faxes, CVs, agendas, posters, travel directions and simple web pages.

Level 2

view as a QCF Unit [1]

Competences *The competent person will*:	To demonstrate this competence They can:	To demonstrate this competence They can also:

WP:B1 Enter and combine text and other information within word processing documents

B1.2 Use a keyboard or other input device [11] to enter text and other information accurately and efficiently

B1.3 select and use appropriate templates [12] for different purposes

B1.5 Select and use a range of **editing tools** [13] to amend document content

B1.6 Combine or merge information [14] within a document from a range of sources

B1.7 Store and retrieve [15] document and template files effectively, in line with local guidelines and conventions where available

B1.1 Identify what types of information [16] are needed in documents

B1.4 Identify when and how to combine and merge information from other software or other doucments

WP:B2 Create structures and styles for word processing documents

B2.3 Create and modify columns [17], tables and forms [18] to organise information

B2.4 Select and apply styles [19] to text

B2.5 Select and use appropriate page and section layouts [20] to present and print documents

B2.1 Identify the document requirements for structure and style [21]

B2.2 Identify what templates and styles are available and when to use them

WP:B3 Use word processing software tools to format and present documents effectively to meet requirements

B3.2 Select and use appropriate techniques to format characters [22] and paragraphs [23]

B3.3 Select and use appropriate **page and section layouts** [20] to present and print documents

B3.4 Check documents [24] meet needs, using IT tools and making corrections as appropriate

B3.6 Respond appropriately to quality problems with word processed documents [25] so that outcomes meet needs

B3.1 Identify how the document should be formatted to aid meaning

B3.4 Describe any quality problems with documents

Specialisation
Administration

In Context
Typical documents may include – mail merged business letters and invoices, more complex reports and content for web pages.

Level 3

view as a QCF Unit [1]
Competences
The competent person will:

Competences	To demonstrate this competence *They can*:	To demonstrate this competence *They can also*:
WP:C1 Enter and combine text and other information accurately within word processing documents	C1.2 Use a keyboard or other input method [26] to enter text and other information accurately and efficiently	C1.1 Summarise what types of information [32] are needed for the document and how they should be linked or integrated
	C1.3 Create, use and modify appropriate templates [27] for different types of documents	C1.4 Explain how to combine and merge information from other software or multiple documents
	C1.4 Combine and merrge information [28] within a document from a range of sources	
	C1.6 Store and retrieve [29] document and associated files effectively, in line with local guidelines and conventions where available	
	C1.7 Select and use appropriate tools and techniques to work with multiple documents or users [30]	
	C1.8 Customise interface [31] to meet needs	
WP:C2 Create and modity appropriate layouts, structures and styles for word processing documents	C2.2 Create, use and modify columns [33], tables and forms [34] to organise information	C2.1 Analyse and explain the requirements for structure and style [37]
	C2.3 Define and modify styles [35] for document elements	
	C2.4 Select and use tools and techniques to organise and structure long documents [36]	
WP:C3 Use word processing software tools and techniques to format and present documents effectively to meet requirements	C3.2 Select and use appropriate techniques to format characters [38] and paragraphs [39]	C3.1 Explain how the information should be formatted to aid meaning
	C3.3 Select and use appropriate page and section layouts [40] to present and print multi-page and multi-section documents	C3.5 Evaluate the quality of the documents produced to ensure that they are fit for purpose
	C3.4 Check documents [41] meet needs, using IT tools and making corrections as appropriate	
	C3.6 Respond appropriately to any quality problems with word processed documents [42] to	

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Competences *The competent person will*:	To demonstrate this competence *They can*: ensure that outcomes meet needs	To demonstrate this competence *They can also*:
	In Context	
Specialisation		
Administration	Typical documents will require problem solving and creative thinking and may include – complex reports and content for publications such as web pages, journals, newsletters or other printed materials.	

[The original text of this page can be found at E-skills](#) [43]

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[41] http://www.theingots.org/community/en/check_word_processed_documents_L3

[42] http://nos2008.e-skills.com/database/ksc_html?action=view;id=258;level=3http://www.theingots.org/community/en/quality_problems_L3

[43] http://nos2008.e-skills.com/database/aoc_html?action=view&id=1&unit_level=1