

# **BSBITU307**

# **Develop keyboarding speed and accuracy**

**Release 2**

**Learner guide**

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Aspire Version 1.1

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# Before you begin

This learner guide is based on the unit of competency *BSBITU307 Develop keyboarding speed and accuracy*, Release 2. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: [www.training.gov.au](http://www.training.gov.au).

## How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Feature of the learner guide	How you can use each feature
Learning content	Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
Examples and case studies	Examples of completed documents that may be used in a workplace are included in this learner guide. You can use these examples as models to help you complete practice tasks and learning checkpoints. Case studies highlight learning points and provide realistic examples of workplace situations.
Practice tasks	Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.
Video clips	Where QR codes appear, learners can use smartphones and other devices to access video clips relating to the content. For information about how to download a QR reader app or accessing video on your device, please visit our website: <a href="http://www.aspirelr.com.au/help">www.aspirelr.com.au/help</a>
Summary	Key learning points are provided at the end of each topic.
Learning checkpoints	There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.



## Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

<b>Foundation skill area</b>	<b>Foundation skill description</b>
Reading	<ul style="list-style-type: none"><li>• Reviews information to be typed and recognises variations and inconsistencies with spelling and format</li></ul>
Writing	<ul style="list-style-type: none"><li>• Types numerical and textual information following a simple and defined format</li></ul>
Navigate the world of work	<ul style="list-style-type: none"><li>• Recognises and adheres to legislative and organisational requirements and meets expectations associated with own role</li></ul>
Get the work done	<ul style="list-style-type: none"><li>• Utilises a broad range of features and functions within applications in performing routine and complex tasks</li></ul>

## What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1 Use safe work practices	1A Adjust your workspace to suit ergonomic requirements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Ensure work organisation meets WHS requirements	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2 Identify and develop keyboard skills	2A Identify and apply keyboard functions	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Apply touch-typing techniques	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Develop appropriate speed and accuracy	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3 Check accuracy	3A Proofread a document to identify errors	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Amend a document and complete a final accuracy check	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



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# Topic 1

## Use safe work practices

Workplace safety is everyone's responsibility. Employers and employees must make an active contribution to ensure that their workplace is safe. Hazards need to be identified and risks assessed to reduce injury in the workplace.

If you are working at a computer for an extended period each day, your workstation must be comfortable and designed to carry out your tasks efficiently. You will also need to organise your work so that your tasks are varied and you are not doing a repetitive task for a long time. You need to be aware of strategies and techniques you can use to reduce muscle strain and stress, such as taking time to stand up and stretch and having brief rest periods.

In this topic you will learn how to:

- 1A Adjust your workspace to suit ergonomic requirements
- 1B Ensure work organisation meets WHS requirements

# 1A

## Adjust your workspace to suit ergonomic requirements

The aim of ergonomics is to reduce the risk of accidents, injury and ill health by applying safe work practices. Ergonomics is about creating comfortable working conditions by adapting workstations, tools and equipment to an individual worker's needs. It also improves performance and productivity in the workplace. Ergonomics covers all aspects of working, from physical stresses such as sitting at a workstation all day to environmental factors such as noise, air-conditioning and lighting.



### Set up your workstation

A workstation includes a computer, screen, keyboard, mouse, desk and chair. How your workstation is designed can affect your health and wellbeing. Several physical problems can result from poor workstation design; for example, lower back strain may result from sitting in a chair that does not support your back. Below are some guidelines for setting up your workstation to be ergonomically efficient.

#### Chair

Adjust your chair height so that your feet are flat on the floor, your thighs are horizontal and your lower legs are vertical to the floor.

Adjust the backrest by raising it to the maximum height and then lower it until it fits the curve of your lower back. If this is not comfortable, lower it another couple of centimetres. Continue this until a comfortable position is found. The backrest should support your lower back.

The backrest may also be adjusted backwards and forwards. When seated in your usual working position, move the backrest until it exerts a gentle pressure on your lower back. Make sure there is at least two centimetres of space between the front of the seat and the back of your knees. Armrests should be positioned so that they do not interfere with carrying out your tasks.

### Desk

When you sit at your desk, the surface should be just below your elbow height. If your desk is not height-adjustable, try to raise your chair so you are sitting at the correct height, and use a footrest to make up the difference. If your desk is too low, you may be able to extend the legs. You should have plenty of leg space underneath your desk. Don't clutter the space with bags and bins, as your legs may become cramped and your posture twisted. Position any equipment or materials you use so that you can reach them easily without twisting. For example, stationery items you frequently use should go in the top desk drawer, and your keyboard and screen should sit directly in front of you to avoid having to angle or twist your body.

### Keyboard

The angle of your keyboard can be adjusted to suit your comfort level by moving the supports underneath it. Place the keyboard as close as possible to the front of your desk. Don't place documents between yourself and the keyboard, as stretching will eventually cause muscle strain in your arms, shoulders and neck. While typing it is best not to rest your wrists, as they should not be bent up, down, or to the side. The knuckle, wrist and top of the forearm should form a straight line. Wrist supports or rests give you a place to rest your hands only when pausing from typing, not while you are typing. Do not pound the keys; use a light touch. Leave enough room on your desk to put the keyboard out of the way when you are not using it.

### Mouse

Place the mouse and mouse mat directly beside your keyboard on the side you prefer. If you use the mouse frequently, you could try to alternate sides. You will be surprised at how easy this becomes with practice. Your wrist should be straight, and the desk should support the weight of your wrist, not your arm. Try to keep your wrist flat and rest your fingers on the mouse between clicks. Hold the mouse lightly. Don't hold onto the mouse when you are not using it.

### Screen

Once you have adjusted your chair and desk, you can position your screen. Adjust it so that the top of the screen is level with or slightly lower than your eyes. If you can't adjust the screen to the correct height, place the screen on a platform.

The screen should be at least 50 centimetres or an arm's length away from your seated position to minimise radiation exposure; however, you should always adjust the position of the screen to suit you. It is best to position the screen so that you can clearly read the text without leaning forward, twisting your neck, or looking too far upwards. Also take surrounding factors into consideration, such as reflection, glare and shadow, when positioning your screen.

## Workstation features

The features of an ergonomic workstation are highlighted in the diagram below. Some features of the workstation may vary depending on the type of computer work being performed. Graphic work may require the use of a pen tool, and multiple monitors are commonly used for a variety of digital work.



<b>Top of screen</b>	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.
<b>Centre of screen</b>	Minimise screen reflection and glare by using an anti-glare filter.
<b>Bottom of screen</b>	Place a document holder beneath or beside the screen at the same viewing distance as the screen.
<b>Top line of sight</b>	The viewing distance should be between 400 mm and 700 mm.
<b>Bottom line of sight</b>	A relaxed viewing angle is approximately 35 degrees.

*continued ...*

... continued

<b>Head</b>	Keep your head erect.
<b>Shoulder</b>	Have your upper arms hanging freely.
<b>Elbow</b>	Have your forearms approximately horizontal.
<b>Above knee</b>	Ensure there is clearance between the lower edge of the desk and your legs.
<b>Below knee</b>	Ensure there is clearance between the front edge of the seat and the lower leg.
<b>Footrest</b>	Use a footrest if needed.
<b>Back of chair</b>	The back support should be adjusted to support the small of your back.
<b>Under chair</b>	Adjust the seat height to suit your furniture and equipment.
<b>Chair legs</b>	Use a chair with a five castor base.

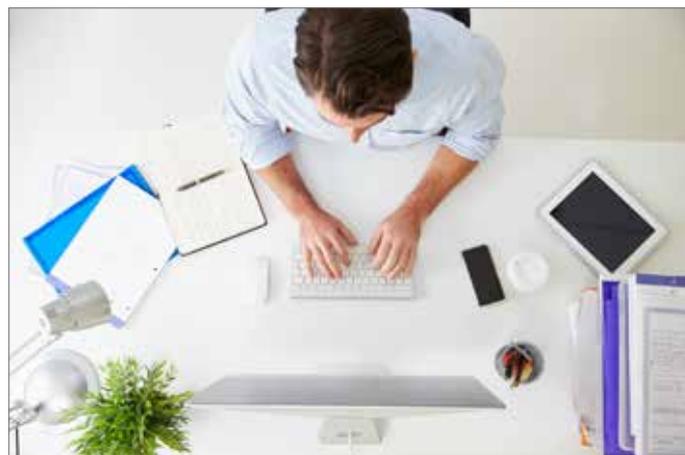
## Desktop layout

Items on your desk, including equipment and resources, should be arranged within easy reach.

Your desk area can be divided into three zones:

- the optimum reach zone – the area closest to you, where your hands operate most of the time
- the maximum reach zone – further away, but still close enough to reach comfortably
- the outer reach zone – where you may have to bend forward or stand to reach items.

Make sure your desk is organised so that frequently used objects, such as your keyboard, are close to you. Intermittently used objects, such as your phone, should be out of the way but still within easy reach. Other resources used less frequently, such as in-and out-trays, should be in the outer reach zone.



## Adjust your equipment and posture

When your posture is poor, you may suffer from aches and pains. Spending a long time in the same position can put stress on your body and this can be made worse if you are in an uncomfortable or poorly supported position. These symptoms may start out very slight, but if you continue to use poor posture they may get worse and become intolerable. They may result in cumulative stress given the constant stress on your muscles, nerves or tendons. When setting up your workstation, you need to make sure your posture will not cause you pain or discomfort. The equipment you use needs to be adjusted to suit your body shape and size, and the tasks you are doing.

You have already looked at adjusting your screen and chair. There are other office tools that can help your posture. These include the following items.

### Document holders

Document holders are designed to hold papers and reference material in a convenient position for viewing. Place your document holder in the correct position. If it is below the screen or too far off to the side, each time your eyes look from one source to the other, your pupils have to adjust. Doing this for long periods of time can cause headaches and eyestrain. Place the document holder at a similar level, angle and distance as the screen to avoid having to shift eye focus.

### Angle boards

Angle boards allow the user to maintain correct posture when reading, by reducing the angle between the work surface and the vertical posture. Adjustable to a suitable height and angle, these supports enable comfortable reading with the neck correctly positioned. Try to keep your neck as straight as possible when you are reading.

### Footrests

A footrest may be necessary if you can't place your feet comfortably on the floor. Footrests allow your feet to rest at the correct height and on a tilting angle, which prevents strain on the lower back.

### Headsets

If you use a telephone for long periods of time, it is a good idea to use a headset. A headset will keep your neck straight and your arms free. Headsets prevent you from bending your neck to support the telephone handpiece.

## Monitor environmental factors

Environmental issues in the workplace include lighting, noise control and air quality. If the environment of your workplace is not monitored and controlled, you may suffer from headaches, fatigue, hearing loss or eyestrain.

### Light

Good lighting is essential for a safe and hazard-free workplace. You need to see things clearly to work effectively. Simply shifting the screen slightly, adjusting blinds, altering the brightness settings on the screen and using desk lamps can avoid many light hazards. Try to use natural sunlight if the office layout can accommodate this. If not, keep bulbs and fixtures clean, focus light on your task and use fluorescent lights if possible.

Improper lighting can cause eyestrain and headaches.

Hazards associated with lighting include:

- glare – a computer screen positioned in front of a bright window can be difficult to see
- flickering lights – a fluorescent light may malfunction, causing annoyance, irritation and nausea
- inadequate or dim light – reading in dim light causes eyestrain
- reflections – sunlight reflecting on a screen can make it difficult to read
- shadows – shadows shifting across your work area can cause you to sit with bad posture in order to read your work.

### Noise

Noise can include any annoying or disturbing sound. Excessive noise around heavy machinery or equipment can cause permanent hearing loss. Noise is a problem if it disturbs people, distracts them, interferes with communication, causes people stress or generally interferes with their work.

Many offices are open-plan in design, often with employees seated close to each other and divided by partitions at chest or head height. Think about noise levels when you set up your workstation. It should be possible for people in open-plan offices to have some privacy when they are on the telephone and carrying out their day-to-day activities.

Noise in the office can come from:

- machines (photocopiers, fax machines, printers)
- other equipment (telephones, paging systems, music)
- background noise (lifts, air-conditioning, traffic)
- people talking.

## Noise management

Noise can also be a problem outside office environments, such as on factory floors, at construction sites or near airports. You may have to wear ear protection if you are required to work in excessively noisy areas.

There are many ways that problem noise can be controlled in the workplace. Noisy machines can be put in a separate room or area. Sound-absorbent materials such as carpet and partitions can be installed or arranged to deflect and absorb noise. The volume level on your telephone's speaker can be adjusted.



Remember that noise is only a hazard when it is stopping you from working productively, comfortably and safely. Many people prefer to work with low levels of noise rather than complete silence.

## Air



Air-conditioned offices do not have fresh air from open windows. This can cause problems for some people.

Office workers frequently complain of being too hot or too cold. If a person's desk is near an air-conditioning outlet, the area around their desk can be much colder than elsewhere in the office. They can also suffer from dry and itchy eyes. Report such hazards to the relevant person. This situation can usually be corrected by adjusting air-conditioning flow.

## Practice task 1

Here is a checklist to follow when setting up your workstation. Go through the points that are relevant to you and make any necessary adjustments to your work or study space. You may need another person to help you and check your posture. If you are not able to tick some of the checkpoints, change your study space or discuss making alterations to your workstation with your manager.

### Chair

- Is the seat height-adjustable?
- Is it high enough to allow you to sit comfortably over the keyboard?
- Is it stable?
- Does it swivel?
- Is the height of the backrest adjustable and does it tilt backwards and forwards?
- If it has arms, can you still get close enough to the desk and swivel the chair?
- Are your feet flat on the floor, or are you using a footrest?
- Are you sitting up straight with the backrest firm against your back?

### Desk

- Is it large enough to allow the screen and keyboard to be correctly positioned?
- Is it low enough to allow you to keep your forearms horizontal or sloping downwards?
- Is it high enough to allow your thighs to fit underneath it?

### Keyboard

- Can it be tilted to allow you to adjust it?
- Are the symbols on the keys clear and easy to see?
- Is there sufficient space in front of it to allow you to correctly position your arms?

### Screen

- Does the screen have easily adjustable brightness and contrast controls?
- Is the image on the screen stable and flicker-free?
- Are there adjustment mechanisms to allow the screen to be tilted, swivelled or raised to avoid glare and reflections and help you keep a natural and relaxed posture?
- Are you sitting far away enough from it for comfort?

# 1B

## Ensure work organisation meets WHS requirements

All work health and safety (WHS) legislation requires employers to provide a safe workplace and adequate training and supervision, while controlling workplace hazards and risks. You must work in line with legislative requirements, regulations, Australian and industry standards, and the relevant codes of practice.

WHS legislation describes the legal requirements for ensuring workplaces are safe and healthy, such as:

- managing risks to health and safety
- promoting and maintaining the health, safety and welfare of people at work
- protecting people at work from injury and illness, including psychological injury
- protecting the health and safety of the public in workplaces
- consulting workers and encouraging participation in maintaining WHS
- providing rehabilitation and maximum recovery for injured workers.

### WHS policy

All workplaces in Australia are required to have a WHS policy that describes the organisation's responsibility for the health and safety of its employees. The policy should include the organisation's goals and objectives regarding WHS and a general set of guidelines related to health and safety in the workplace.

The WHS policy will help you fulfil your duty of care as a worker for the organisation.

### WHS procedures

WHS procedures are instructions developed to ensure all employees work safely and effectively. In the context of working in an office and using a computer workstation, the following information should be contained in an organisation's WHS procedures.

Information contained in WHS procedures includes:

- workstation ergonomics
- standard safety precautions and housekeeping
- safe handling of hazardous substances (e.g. cleaning products)
- emergency and fire drills
- hazard identification and risk control
- manual handling
- emergency contact numbers, including local doctors and hospitals
- location of first-aid equipment and first-aid officers.

## Standard precautions

Your workplace may need you to use standard precautions, particularly work practices related to the prevention of repetitive strain injuries (RSIs). These include ergonomic practices, workstation design, enforced breaks and exercise routines.

Workers in an office environment follow standard precautions when using a computer workstation. However, research on sitting has demonstrated that other precautions also need to be considered, such as the use of standing workstations, to ensure that injuries are prevented. It is important that you carefully follow any standard precautions that are prescribed for your workplace.



## Equipment and systems safety checks

An important part of your daily work routine is to check the various systems and equipment you will use during the day to make sure they are in correct working order. Your workplace policies and procedures should include the steps to follow. You may need to perform this procedure at the start of your working day or at specified intervals during the day.

Workstation safety procedure/checklist:

- Seat is positioned in front of your computer and you can reach your keyboard comfortably.
- Computer monitor is positioned out of direct sunlight and at the correct height.
- Environment is dust-free as dust can affect the monitor or central processing unit of a computer.
- Cables are secured so no-one trips over them.
- Blinds and window coverings are used to reduce glare and heat at your workstation.
- Temperatures don't exceed 26°C and humidity is between 40 and 60 per cent.

## Organise your work

Having a well-planned workstation and comfortable surroundings is pointless if you don't organise your work in a way that prevents discomfort or pain. Make sure you plan your daily tasks so that you aren't doing repetitive work for long periods of time. Make sure you take rest breaks and exercise regularly.

Positive work organisation includes:

- a mixture of repetitive and other activities
- rest periods
- exercise breaks.

## Vary your activities

Your work role may involve several different tasks. Some tasks may be repetitive, such as typing up reports or entering data. If you are able to vary the tasks you carry out each day, this will help prevent repetitive actions that cause stress to your body. For example, if you have to enter a lot of data, break up the repetitive nature of the task by discussing a project with a fellow worker, collecting some research from the internet or doing another constructive workplace task you are responsible for. Workflow should be designed to reduce the repetitive tasks given to particular people.

## Take rest periods

All employers need to provide rest periods for employees. Rest periods include tea breaks and lunch breaks. During the working day everyone needs to sit down, breathe easily, relax and take time to think about something other than work.

## Have exercise breaks

When working with a computer, you should have short breaks at regular intervals to combat stress and prevent pain and discomfort. As discussed previously, using



computers for too long without breaks has been associated with back and neck pain, headaches, migraines and eyestrain.

Try the following exercises several times a day, and encourage others around you to try them. Make sure you are relaxed and stretch gently, without overstretching. Stop if you feel any pain or discomfort, and remember to exercise both sides of your body. Most importantly, breathe deeply and evenly throughout the stretch.

### Neck

Turn your head gently to look over your right shoulder. Hold for 10 seconds. Now roll your head forward to look over your left shoulder and hold for 10 seconds. Repeat several times.

### Shoulders

Sitting with a straight back and neck, roll your shoulders forward, then back. Repeat several times.

### Wrists, hands and arms

Interlacing fingers, turn palms upwards. Now lift arms over your head and stretch, leaning gently to the left and then to the right. Repeat movement several times.

**Upper and lower back**

In a standing position place hands in the small of the back. Gently arch back and hold for 10 seconds. Repeat when needed.

**Shoulders and arms**

Stretch your arms above your head, cradle your elbow with your hand and gently pull your elbow behind your head. Repeat on the other side, holding the stretch for 10 seconds.

**Eyes**

Every 20 minutes, look away from the screen. Focus on a distant object (more than three metres away).

## Work without stress

Here are some tips for working without stress.

### Tips to help minimise stress

- Adjust your chair and desk to suit your body.
- Position your screen to suit your posture.
- Adjust other equipment for safe and comfortable use.
- Reduce excess noise.
- Ensure you have adequate light.
- Arrange your desktop so you can access things easily.
- Take regular breaks from your work.
- Frequently rest your eyes.
- Do stretching exercises.
- Vary your tasks.

## Practice task 2

1. Describe the possible consequences for an organisation in which employees do not consider their physical health.

2. What should a WHS policy include?

3. What should WHS procedures include?

4. Why should you vary the tasks you carry out each day?

## Summary

1. Ergonomics is about reducing the risk of accidents, injury and ill health by applying safe work practices.
2. Set up your workstation so you can sit and work comfortably and productively.
3. Adjust the equipment to suit your physical requirements to prevent undue stresses and strains.
4. Environmental factors in the workplace such as lighting, noise and air quality affect the health of employees.
5. Planning the way in which you carry out your daily tasks helps keep you free from pain and discomfort.
6. The key to working in a safe and healthy way is to take regular breaks, vary your work tasks and do frequent short exercises.

## Learning checkpoint 1

### Use safe work practices

This learning checkpoint allows you to review your skills and knowledge in using safe work practices.

#### Part A

Use information from the work you do in your workplace or your study environment, or interview a person who works in an office to complete the following table.

In the table below, summarise the tasks and work practices that you (or the person you have interviewed) do in regard to health and safety issues, including ergonomics.

Working conditions	Tasks and work practices
The tasks you usually do in the organisation and the physical demands these tasks make on you	
Any rest periods or exercise breaks taken	
How the workstation is set up to help work practices	

*continued ...*

*... continued*

<p>What else you do to ensure you work safely and comfortably</p>	
<p>The physical environment (e.g. temperature, humidity, lighting and noise) and how you handle it to ensure you are working comfortably</p>	

## Part B

Read the case study, then answer the questions that follow.

### **Case study**

Monique has just started work as a legal administrative officer. During her induction, the WHS officer shows her how to adjust her chair and desk. Monique makes sure it suits her body size and shape. She also asks for a footrest as she knows her feet will not sit comfortably on the floor.

Monique's desk is near a window and she is concerned because the sun shines on her computer screen every afternoon and makes it difficult for her to read the screen. As a new staff member she doesn't want to complain, but she mentions it to her supervisor who makes plans for blinds to be installed, that she can adjust during the day. Monique likes looking outside every now and again because it helps her rest her eyes.

Monique is very busy. Piles of files and documents are placed on her desk every day. Most of her work involves keying lengthy text into documents. It is very repetitive. She finds she can only keep up if she works a bit into her lunchtime. The busier she gets, the messier her desk becomes until the documents are piled up haphazardly and she doesn't know which order she should do the work in. She has no time to clean up. She often goes home with a headache.

7. Complete the table showing which work practices that Monique followed are good and which are poor.

Good work practices	Poor work practices

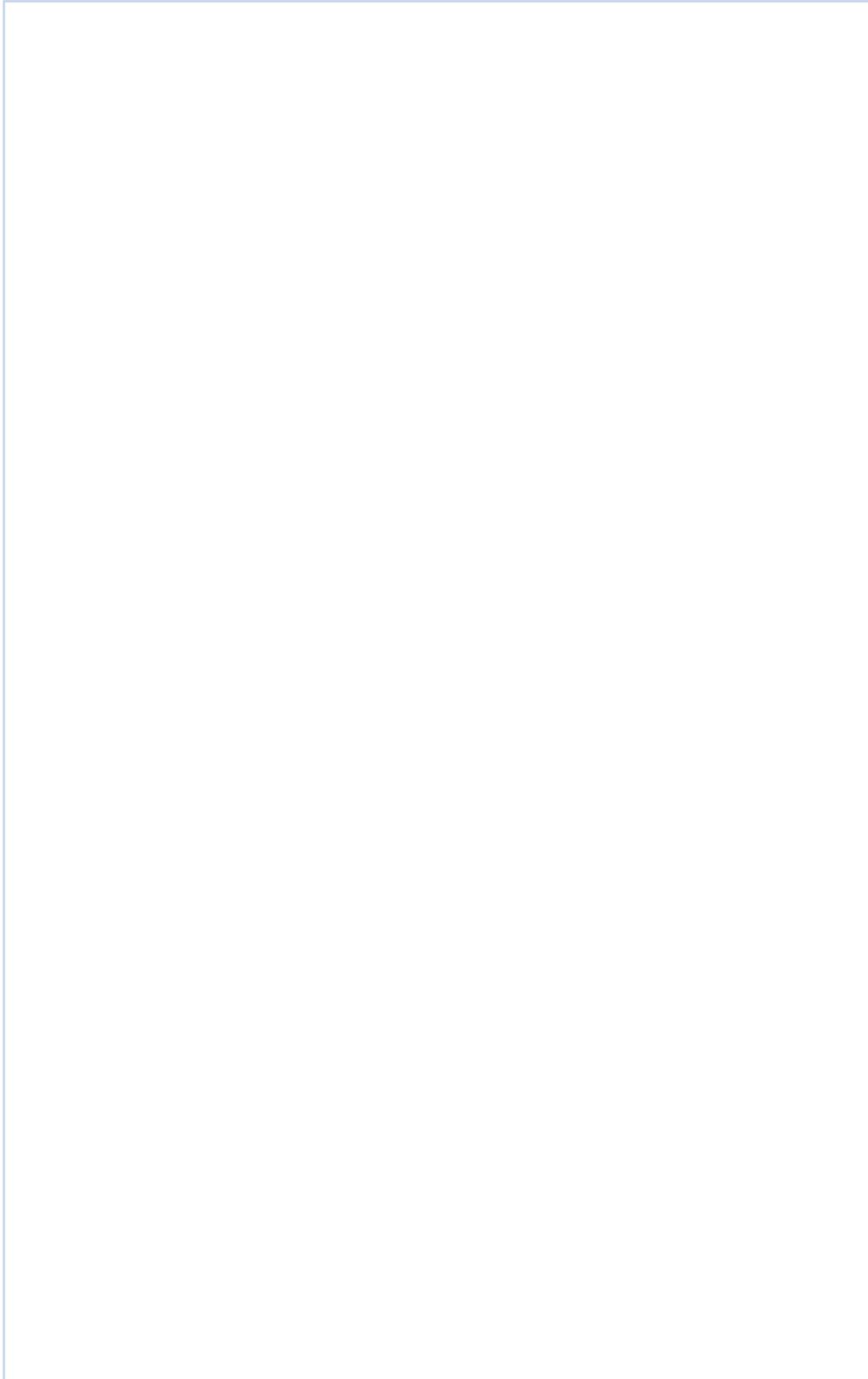
8. What might help Monique improve her work practices?

## Part C

1. Develop a checklist to follow to ensure your tasks are organised so you can work safely and comfortably. The first one has been done for you. Write at least five more things to check.

✓	Checklist
	I vary the tasks I do.

2. Prepare a draft poster explaining how to do one of the exercises described in this chapter.
  - a) Draw a rough picture of the exercise.
  - b) Write one sentence on why this exercise will help.
  - c) Write three or four bullet points explaining what to do.



---

## Topic 2

# Identify and develop keyboard skills

Keyboard speed and accuracy are essential skills for workers who regularly use a computer to enter text and numerical data. Once you have a fundamental understanding of the keys and the way your keyboard is set out, it's important that you apply the correct typing technique. Typing using both hands and without looking at the keys helps you work quickly and easily. Your speed and confidence will increase with practice.

An organisation's image is often reflected in the style and quality of printed material, so you must make sure your work is free from errors and that you follow organisational guidelines. Attention to detail and knowing how to check and amend your work before presenting it are crucial skills that will make you a valuable employee.

In this topic you will learn how to:

- 2A Identify and apply keyboard functions
- 2B Apply touch-typing techniques
- 2C Develop appropriate speed and accuracy

## 2A

### Identify and apply keyboard functions

Most people have a basic understanding of a keyboard and keyboard skills. In order to produce work quickly and without errors, it is important that you use correct typing techniques. This includes using both hands, looking at the screen as you type and developing increasing speed without sacrificing accuracy.

This topic assumes you have a basic knowledge of a keyboard and its functions and can apply this knowledge to basic typing tasks.

If you have not been taught correctly or have picked up typing skills yourself using your own techniques, you will need to go back to the basics and start slowly, increasing your speed as you practise and developing more confidence in your ability.

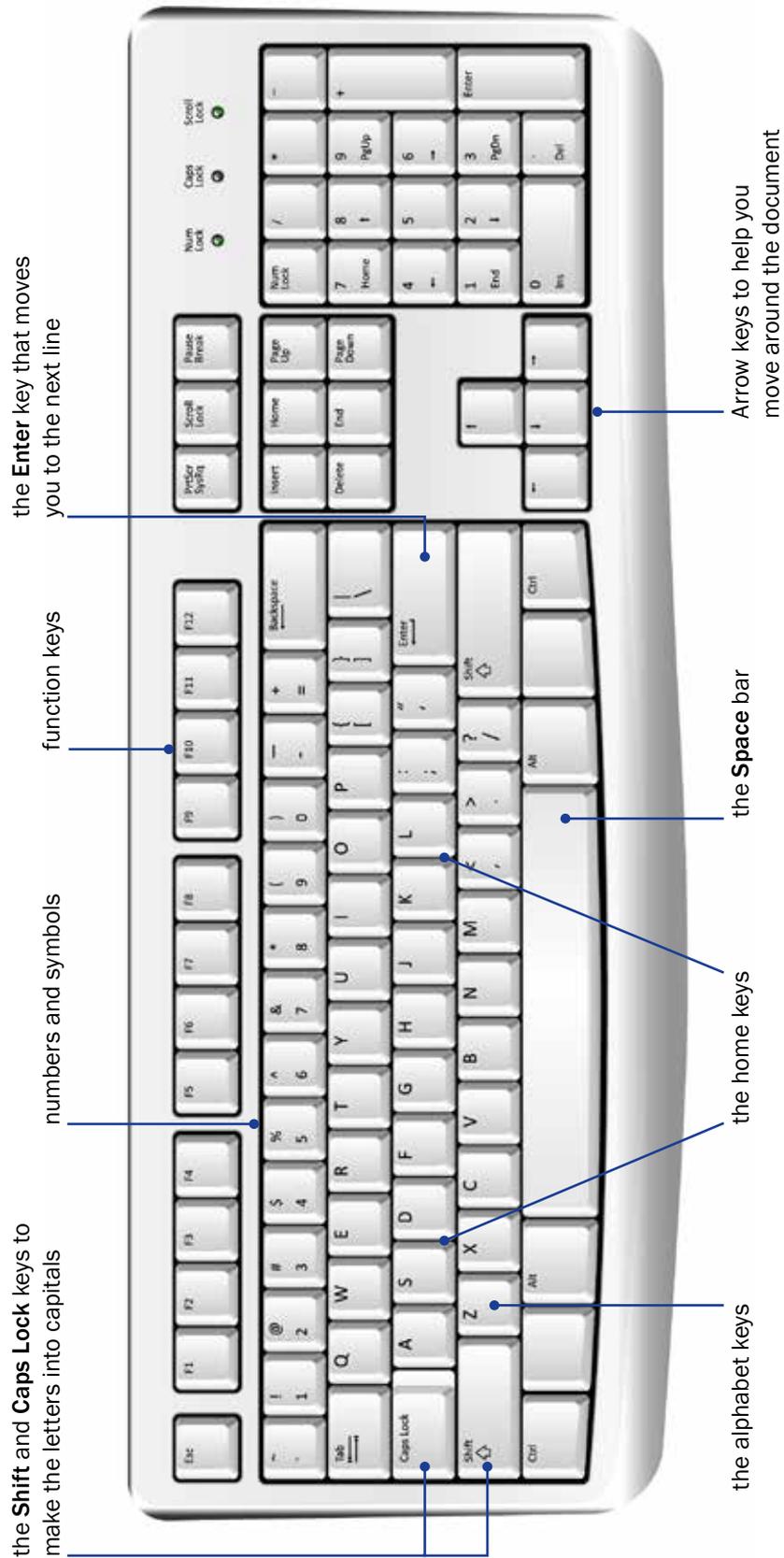
Before you start, look at the keyboard on the next page and see if you can identify all the different keys. Some keyboards, such as Mac keyboards, differ slightly in the type of keys they have.

Once you are familiar with the keyboard and its functions, you can begin to apply touch-typing techniques. Try to type without looking at the keyboard right from the beginning.



## Standard PC keyboard

Below is a schematic diagram of a standard PC keyboard.



## Apply keyboard functions

Here is a brief summary of the knowledge and skills you will need to have to apply keyboard functions:

- Commonly used function keys
- Using the alphabet rows
- Working with numbers and associated symbols
- Other symbol keys
- Specific function keys



### Commonly used function keys

To be able to type documents, you need to know how to make a space between words, start a new line, make capital letters and key in full stops, commas and question marks. There are separate keys for each of these, which are described below.

#### Make a space

To make a space between letters, press the **Space bar** with your thumb.

#### Start a new line

To start a new line, press **Enter** with the little finger on your right hand.

#### Make capitals

Press the **Shift** key when you want to make a capital letter. There is a **Shift** key on both the left-hand and right-hand sides of the keyboard. Use the one that is most convenient. If you need to type an entire word or sentence in capitals, press **Caps Lock**. Press this key again if you no longer need to type in capitals. (You also use the **Shift** key when you want to type a symbol or mark on the upper part of the key.)

### Key in a full stop

The full stop (.) is on the bottom alphabet line. It is reached by using the little finger on the right hand.

### Key in a comma

The comma (,) is on the bottom alphabet line. It is reached by using the index finger on the right hand.

### Key in a question mark

The question mark (?) is on the bottom alphabet line. It is reached by using the little finger on the right hand while holding Shift.

## Use the alphabet rows

Your fingers should always rest on the home keys (the middle alphabet row). Each finger is assigned to specific keys; they should only touch the keys above and below them. For example, the little finger on your left hand should touch A, Q and Z; the index finger on your right hand touches J, U, M, and can reach across to N, H, and Y. The alphabet rows also have other keys you need to be familiar with; these are discussed in the section on specific function keys.

Study the keyboard then practise moving your fingers up, down and across without looking at the keys. At this stage you should concentrate on keying in the correct words without error, and without looking at the keyboard.

## Work with numbers and associated symbols

Numbers are used for dates, addresses, telephone numbers, data and statistics. You'll use them when preparing reports, entering information into a database, writing letters, sending out surveys, developing spreadsheets, working with graphs and charts, and working with financial records such as budgets and invoices.

Numbers are found in two places on the keyboard: above the alphabet keys and on the right side of the keyboard. If you are typing mostly numbers (for example, entering data on a spreadsheet or database), you should use the number keypad on the right side of the keyboard because it is much faster than using the numbers at the top of the keyboard.

If you are using the numbers above the alphabet keys, then from the home keys, reach up to the top row using the fingers on your left hand to press the number keys 1, 2, 3, 4, and 5. Use the fingers on your right hand to press the number keys 6, 7, 8, 9, and 0.

Data and statistics also require that you use other keys such as those described below.

**\$****dollar**

Used in financial records; for example, \$50.00

**%****per cent, which means a part of every hundred**

Used to show parts of something; for example, there has been 10% growth in baby car seat sales this month

**@****at**

Used in orders and invoices; for example, 4 boxes @ \$4.50 per box.

Also used when typing email addresses; for example, jbloggs@bigpond.com

**+****addition or plus**Used when dealing with numbers; for example,  $89 + 32$ **=****equals**Used when dealing with numbers; for example,  $89 + 32 = 121$ **<****less than**Used as an abbreviation when showing a number is less than another; for example, the number of people buying online is  $< 80\%$ **>****greater than**Used as an abbreviation when showing a number is greater than another; for example, the number of people buying online is  $> 20\%$ **#****number**

Used as an abbreviation for 'number' such as #30

## Other symbol keys

You need to be familiar with the other symbol keys on the keyboard. Some of these are located above the numbers on the top row. You make nearly all these symbols by pressing the **Shift** key with your little finger and the symbol key with the correct finger.

You do not have to use the **Shift** key for the symbols - and = on the right-hand side of the keyboard or the ` mark on the left-hand side.

There are also symbols on the right-hand side of the top alphabet row. Remember to use either the right or left **Shift** key to type these symbols on the upper part of the key. You do not have to use the **Shift** key for the symbols on the lower part of the keys. Here is a list of these symbols with a description and some examples of their typical use.

!

### exclamation mark

Used to emphasise a point; for example, 'Unless profits increase by more than 20 per cent in the next quarter, the company will have to consider a merger!'

^

### caret

Used for different character sets. Not used very often.

&

### and

Used as an abbreviation, often in company names; for example, James & Co.

\*

### asterisk

Used to alert readers that more information is available; for example, 'Results of the customer survey\* showed 30% of customers are now ordering online.'

At the bottom of the page, there would be this sentence:  
\*The complete results of the survey are available on our website.

() [] {}

### brackets

Brackets are used to enclose information; for example, Australian Bureau of Statistics (ABS), and the first half of the financial year (1 July 2016 to 31 December 2016). Follow the organisation's style to select the appropriate brackets.

**-****underscore**

Used in website and email addresses; for example, [http://wesley.org.au/pdfs/Changing%20Lives\\_sample.pdf](http://wesley.org.au/pdfs/Changing%20Lives_sample.pdf) and [j\\_forster@marketplace.com.au](mailto:j_forster@marketplace.com.au)

**/ and \****forward and backward slash**

Used in website addresses and when showing alternatives; for example, Yes/No and [www.agedcareaustralia.gov.au/internet/agedcare/publishing](http://www.agedcareaustralia.gov.au/internet/agedcare/publishing)

**-****dash**

Used to separate information or show a time span; for example, 2008–2009

**:****colon**

Used to begin a list; for example, ‘there are three factors to consider: temperature, humidity and wind speed’

**;****semicolon**

Used to divide two related pieces of information; for example, ‘Profits in the first quarter were up; competitors lost money in the same period.’

**“ and ‘****quotation marks**

Used when quoting the words someone has said; for example, “We’re looking forward to a profitable year”, General Manager Karl Olson said today.

**,****apostrophe**

Used to show where something belongs; for example, the customer’s complaint was followed up. (The complaint belongs to the customer.)

## Specific function keys

The keys at the top of the keyboard are called function keys. You can use these keys to do things quickly and save time. They are often referred to as short cuts.

These keys mean different things on different computers – it depends on how they have been programmed and the computer program you are using. Make sure you are familiar with the function of these keys on the computer you are using.

### Examples of specific function keys

- If you are unsure how to do something, press **F1** and the Help menu will appear.
- **F7** may take you quickly to the **Spelling and Grammar** box when you want to check the spelling of a word.
- By pressing the **Shift** key and **F3**, you can change the letters in a word from lower case to capitals.

## Other function keys

Here are a number of other function keys you need to understand.

### Esc (Escape)

This key lets you 'escape' from a program or function that you don't want to use.

### Ctrl (Control)

This key is used with other keys to send commands to the computer. For example:

- If you want to copy something, highlight or select what you want to copy, then press **Ctrl** and C. Place the cursor where you want the copied material to go and then press **Ctrl** and V. The material you have copied will appear.
- If you want to cut something, highlight or select what you want to cut, then press **Ctrl** and X. All the work you have selected will disappear. You can then paste it somewhere else.
- If you want to make a letter or word bold, highlight or select the word and press **Ctrl** and B.

### Delete

If you want to remove text, highlight the text by left clicking on the mouse and dragging it over the text, then press **Delete**.

**Insert**

This key is similar to the delete key. If you press this key and start typing at the beginning of a sentence that has been keyed in, the old text will disappear and be replaced by what you are typing.

**Page Up and  
Page Down**

These keys allow you to move quickly through your document.

**Arrow keys**

The **Arrow** keys are usually found on the lower part of the keypad on the right side. They are useful when correcting mistakes. These keys move the cursor around your work so you can place it exactly where the mistake has occurred. (You can also use your mouse to do this, but the arrow keys are quicker.) Practise using the **Arrow** keys. Move the cursor around your work until you can do this comfortably without looking at the keyboard. Once the cursor is at the place where the mistake has been made, you can correct the mistake.

**Tab**

This key allows you to insert a predetermined space between words. This is useful when working in tables or making lists.

**Computer  
toolbar**

It is a good idea when you type to select the Show/Hide Button (¶) on the computer toolbar. When this is done, characters such as spaces and tabs are shown on the screen. They do not appear when you print the document, but help you check for incorrect spacing.

## Other computer functions

There are a number of other functions commonly used in documents that you need to be familiar with. These are operated from the toolbar and include inserting tables and number, alphabet and bullet points.

## Practice task 3

1. Key in these words, separated by commas:

been model notice meeting urgent commitment  
report summary employee employer salary procedures  
products services market data safety organisation  
clients recycle feedback quality budget promotional  
information business recommendation document  
catalogue advertisement

2. Key in these sentences:

Our company, Global Plastics, has a quality assurance policy to make sure our customers are satisfied.

Bob McManners has just been appointed manager of the Sales and Marketing Division.

Would all staff please remove unused food from the fridge, as we are cleaning it out this afternoon.

The results from our recent customer service survey indicate that many people are excited by the Lazy Gardener weeder.

I have mislaid my copy of the Annual Report. Has anyone seen it?

3. Key in these sentences and put them on three separate lines:

We will be conducting an emergency evacuation drill this afternoon. All staff are to assemble at the front door. Make sure you bring your bags with you.

4. Key in the following numbers. Use the keys on the number row, then use the number keypad.

108	199	123	100	195	188
230	434	106	128	189	172
234	877	761	201	834	503

5. Key in the following data:

20 boxes @ \$15 a box  
75% of customers are satisfied with the current level of service.  
The sales figures (city and country) were up by 15% this month.  
 $25 + 81 = 106$   
Customer complaints = < 25 per month

6. Key in the following details for a database:

Mr R Keyes, 45 Darby Road, Faytesville, VIC 3457  
Ms C Pigatelli, Unit 19, 135 Mission Avenue, Braxton, NSW 2690  
Mr L Kranski, PO Box 37, South Wells, WA 6189

## 2B

### Apply touch-typing techniques

Typing steadily without looking at your fingers while you use the keyboard is called 'touch-typing'. To touch-type well you have to know the meaning of the keys and their position on the keyboard. People who have not been taught correctly often use only two fingers to type and look down at the keyboard all the time. This is a very slow way of typing. Because the person is not looking at the screen, they don't know when they make a mistake. They might type in a paragraph before they stop, look at the screen and realise they have made a few errors. Looking down all the time can also cause neck strain.

That's why it's important to practise slowly at first. Keep your hands in the 'home key' position and look at the screen. Touch the keys softly. Once you are familiar with where the keys are, you can increase your speed. Your confidence will increase when you find that you are touching the correct keys every time and are not making any mistakes.

A person who is aiming for a position that requires regular high-level keyboarding, such as an office administrator, personal assistant or research officer, needs to be a proficient touch-typist.

### Improve your touch-typing skills

To improve your speed, you need to practise typing as often as you can. There are many books and computer programs that help you learn how to touch-type and provide practice drills. There is also a variety of programs available on the internet that you can use to help you improve your typing speed. You may wish to visit your local library and ask for a book on touch-typing.

Practise typing:

- a page out of your favourite book
- an article from the newspaper
- a letter you have received recently.



## Practice task 4

Use your touch-typing skills to enter the following text.

### 1. Press release

#### **Revolutionary weeder just released**

Designed in Australia for Australian conditions, the Easy Pull Weeder will revolutionise gardening. Five years of research have resulted in an environmentally friendly and easy-to-use product. It recently won the Best Scientific Invention for Commercial Purposes at the 21st Invention Convention in Paris.

It is ideal for those with back problems, arthritis, knee injuries and all those who simply hate hard work!

### 2. Letter

12 August 2011

Ms A Conti  
Morgan & Sons Consulting  
27 East Road  
Palm Grove QLD 4000

Dear Ms Conti

Thank you for attending our recent conference. It was encouraging to see so many people there and we hope you took away new ideas and contacts.

Please find enclosed the brochures you were enquiring about. If you have any further queries don't hesitate to contact me.

Yours sincerely

Don Lambert  
Sales Manager

*continued ...*

... continued

### 3. Memo

**To all staff**

The car park will be closed on Monday 25 July for resurfacing.

Please make alternative arrangements.

A list of nearby car parks has been posted on the intranet.  
Please note that these are all fee-paying car parks.

Joe Fang  
Works Supervisor

### 4. Report

**Jagger's Jeans sales report**

Sales figures for the first half of the financial year (1 July 2016 to 31 December 2016) increased by 10%. In the second half of the financial year (1 January 2017 to 30 June 2017), Jagger's Jeans Ltd reported that sales figures increased almost 5%.

Mr Bruce Mainwaring, General Manager, said, "Sales growth was driven by a 16% discount on apparel lines".

In the previous financial year (2015-2016), the company reported flat retail sales.

## 2C

### Develop appropriate speed and accuracy

After practising your touch-typing, you will begin to type faster. Soon you will be typing steadily without looking at the keyboard and without making mistakes. It is important to keep practising and improving your speed. Many organisations expect people to reach a particular typing speed. Some organisations hire staff or award pay increases on the basis of their keyboarding skills. Remember that keyboarding skills include both speed and accuracy, and it is better to be a little slower and accurate than to be fast and have errors in your work.

There are different typing speed requirements depending on the tasks you are expected to complete. For basic data entry, the speed varies from 45 words per minute (wpm) to 60 wpm. You may be expected to type even faster for letters or reports. The faster you can type without making any mistakes, the more work you can complete in a shorter time. For example, some personal assistants can type up to 100 wpm.

### Speed and accuracy standards

Some positions require you to type with 98% accuracy assessed under test conditions in line with the current version of AS 2708:2001 Keyboarding speed tests. This is the Australian Standard for typing. The test consists of approximately 500 words of text the candidate has not seen before. The person's rate of words per minute is calculated by using a specific formula. If you are assessed as competent (achieving 98% accuracy), you are issued with a speed statement that is recognised nationally and internationally.

In this section you are required to develop your speed and accuracy. Keep a collection of the work you do in the practice tasks and any additional drills you do. With each piece of work you do, calculate and record your speed and accuracy. Set goals and monitor the progress you are making.



## Test your speed

Many computers have typing tutorial software installed that provides a series of typing exercises to give you touch-typing practice. They often have a clock on the screen and words are displayed for you to type. By typing these words as they appear on the screen, you can see how many words you can type within a minute. Here are instructions on how to calculate your typing speed with an example of a typing speed calculation.

### Calculation instructions

You can work out how many words you can type per minute by following this method:

1. Set a timer or stopwatch for one minute and type.
2. At the end of the minute count up the number of letters you have typed, as well as the spaces between words and any punctuation you have used, such as a comma or a full stop. (Every time you key in a letter, space or punctuation, it is called a keystroke.)
3. Subtract the mistakes you have made.
4. Divide the number of keystrokes you have made, minus the mistakes, by 5. The result shows the number of words you have typed in one minute.

### Calculation example

For example, you make 110 keystrokes and have 5 errors in one minute. To calculate your typing speed:

1. Subtract the errors and you have 105 (110 - 5).
2. Divide by 5 (105 ÷ 5).
3. Divide this number by the number of minutes allowed for the test. (In this case you don't have to do this as the test was for one minute.)

You have typed 21 words per minute.

## Example: typing speed calculation

Hannah was asked to type the following passage.

Gemma Valdez, our new marketing assistant, starts work on Thursday. Please give her a warm welcome. An induction program has been prepared and is posted on the intranet. Please check the program and let me know if the times allocated to you are not suitable.

Here is what Hannah typed.

Gemma Valdez, our new marketing assistant, starts work on Thursday. Please **hive** her a warm **wecome**. An induction **pogram** has been prepared and is posted on the intranet. Please check the program and **letme** know if the times allocated to you are not suitable.

She took one minute to type it. There are 255 keystrokes in the note. There are four errors. These were subtracted to give a total of 251 correct keystrokes. This was divided by 5. Hannah had typed 50 (rounded down from 50.2) words per minute.

## Develop accuracy

It's important to remember that speed is not the only indicator of your capability as a keyboard operator. Accuracy is essential. Being accurate means that there are no errors in your work. It is essential that details such as people's names and addresses are correct. No-one likes having their name spelled incorrectly. Not only is it good manners to ensure names and addresses are correct, but it also ensures correspondence is delivered to the right person.

When you first start touch-typing, it's easy to make mistakes because you are unsure of the keys. As you improve, you will make fewer mistakes.

Some common typing mistakes are:

- mistyping a letter; for example 'setvices' instead of 'services'
- leaving out a letter; for example 'sevices' instead of 'services'
- typing letters out of order; for example 'Golbal' instead of 'Global'
- adding a space not in the document; for example 'Global Express' instead of 'Global Express'
- typing words together; for example 'GlobalExpress'.

## Check accuracy

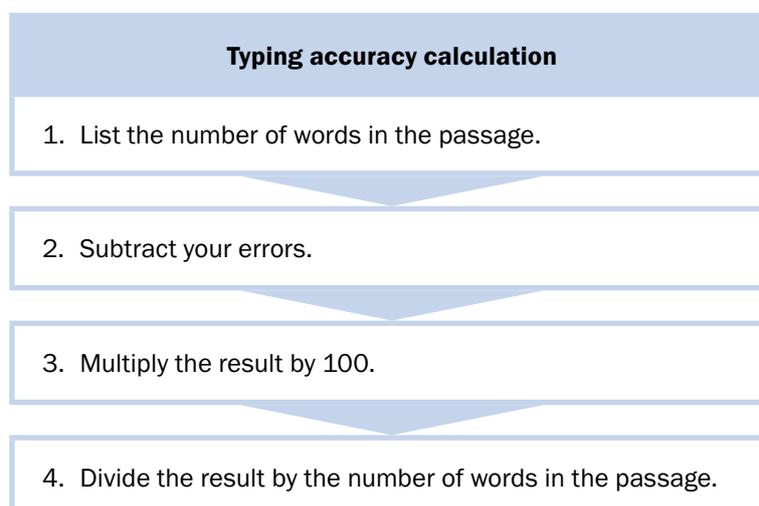
If anything is unclear in the material you have been given to type, ask the person who has given you the task exactly what they mean. Some people's handwriting may be difficult to read.

Once you have keyed in your text, check the work to make sure it is error-free.

You need to check that all words are spelled correctly and you haven't accidentally mistyped a word, run two words together or added spaces.

The Australian Standard of 98 per cent accuracy can be calculated by using the formula contained in AS 2708:2001 Keyboarding speed tests. Use a calculator to identify your accuracy.

This is how to calculate accuracy.



## Example: typing accuracy calculations

Here are the results from two accuracy tests.

Criteria	Example
Number of words in the passage	200
Errors	4
Subtract the errors	196
Multiply by 100	19600
Divide by the number of words in the passage	$19600 \div (\text{divided by}) 200$
Accuracy	98% PASS

Criteria	Example
Number of words in the passage	200
Errors	8
Subtract the errors	192
Multiply by 100	19200
Divide by the number of words in the passage	$19200 \div (\text{divided by}) 200$
Accuracy	96% FAIL

## Practice task 5

1. Test your speed on the passages in these three examples. For each, set a timer for one minute and type as much of the text as you can. Then complete the table to calculate your typing speed.

a)

A recent report from the Australian Bureau of Statistics identified emerging trends in employment for men over 50. In the past six months more businesses have been hiring mid-level managers in areas where expertise is needed. This has come about because of the widespread practice of hiring younger people in the past few years.

(328 keystrokes)

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

b)

Emotional intelligence refers to the way people understand and manage themselves and other people. It is an important part of leadership. Research has found that having technical skills without people skills is no longer valued in the workplace. Leaders need to be positive, manage their own frustrations and have the ability to motivate others.

(345 keystrokes)

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

*continued ...*

... continued

c)

A spokesperson for Health Australia will speak to staff about healthy lifestyles and how to successfully manage work and family commitments. Please be prepared with any questions you'd like to ask. It is on next Wednesday in the meeting room at 10 o'clock.

(256 keystrokes)

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

2. Practise typing these passages to improve your accuracy. At first, just type the passage and check for errors. Remember you will improve with practice.

a)

Submitting a well-written job application is one of the best things you can do to improve your chances of getting the job you want. Look at samples to see how you might set out your application. What kind of things do they include? What words do they use? How much detail is included? Your aim is to convince an employer that you are the best person for the job. You want them to give you an interview. Write clearly and positively. Use headings so the reader can see at a glance what you have done. No-one wants to read pages and pages of boring statistics.

(106 words)

b)

A website is often the best way to promote an organisation to an international market. It's important to keep information on websites current. For example, if you are promoting a new product, why not have a page of pop-up windows dedicated to the promotion. This can be removed when the promotion is over. A website should look professional, be easy to use and be free of any spelling or grammatical errors. You can track visits to your website. This is a very useful strategy to identify how many people have visited the website over a specific period. Further data can be obtained by asking visitors to voluntarily type in their details such as name, organisation and job position. This allows an organisation to identify people and where they are from. This information can be added to the customer database.

(140 words)

continued ...

... continued

- c) Australia's increasingly multicultural population means that people with many different cultures live side by side in the community. Generally, people have the customs, values, beliefs and life experiences from the country where they were born. Each culture has different celebrations and beliefs. This has made Australia a culturally diverse place where new ideas and different ways of doing things have contributed to an interesting and lively society. People from different cultures can make a workplace interesting. You can learn about other people and their way of life. You might celebrate a particular event such as Chinese New Year or the Soccer World Cup, learn about a new form of music or taste a new food. The more you learn about other cultures, the more effective you will become in your job. You will better understand how cultural differences can affect the way people think, behave and communicate.

(148 words)

## Summary

1. It's important to know the meaning of the keys and their position on the keyboard before you concentrate on typing for speed and accuracy.
2. Make sure you know where the following are located and how they are accessed: the alphabet rows, numbers and associated symbols, other symbol keys and specific function keys.
3. Typing quickly without looking at your fingers while you use the keyboard is called 'touch-typing'. It is an essential skill to have for a position that requires regular high-level keyboarding.
4. Speed and accuracy are crucial. These develop with practice.
5. Some positions require a 98 per cent accuracy assessed under test conditions in line with AS 2708:2001 Keyboarding speed tests. This is the Australian Standard for typing.

## Learning checkpoint 2

### Identify and develop keyboard skills

This learning checkpoint allows you to review your skills and knowledge in identifying and developing keyboard skills.

#### Part A

1. Complete the sentences using these words:

Symbols   **Caps Lock**   function   **Shift**   home   number   **Ctrl**

- a) The keys at the top of the keyboard are called \_\_\_\_\_ keys.
  - b) The middle alphabet letters where your fingers should rest are called the \_\_\_\_\_ keys.
  - c) If you are entering data on a spreadsheet, you should use the \_\_\_\_\_ keypad.
  - d) \_\_\_\_\_ are used as abbreviations for things such as percentages, dollar signs and the word 'and'.
  - e) To use symbols on the top of any key, you need to use the \_\_\_\_\_ key.
  - f) If you want to make a letter or word bold, you highlight, or select, the word and press \_\_\_\_\_ and B
  - g) If you need to type an entire word or sentence in capitals, press \_\_\_\_\_
2. Type these sentences using touch-typing skills. Save them in a document and submit them to your assessor.

a) Where a strategy is known to be effective, it is referred to as 'best practice'.

b) Feedback is an essential component of an organisation's business plan.

c) The number of website visits (January and February) was up 18%.

d) Why do you think it's a good idea to offer regular customers something exclusive to them?

e) Mr Roger Flaxseed has just been appointed Managing Director of Sales & Marketing at AgriTec.

f) Ms Elaine Sherwood, PO Box 540, Karringo, QLD 4607

## Part B

Test your speed by typing the following exercise. Set a stopwatch for one minute and type as much of the exercise as you can. If you do not have a stopwatch, use a clock, watch or timer. Remember to keep your eyes on the computer screen, rather than on the keyboard. You do not have to type the headings or the numbers to the right, which show the number of keystrokes.

Exercise	Strokes
Touch-typing means that you always look at the screen when you	62
type. When you touch-type you can get through your work a lot	123
faster. It is very important that you spend time improving	181
your typing by practising the drills. The more you practise,	241
the quicker and more confident you will become.	289

When the minute is up, count the number of strokes. There are a total of 289 keystrokes in this passage. Subtract any errors you made. Divide the result by five to work out the standard words you have typed in a minute.

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
<b>Total standard words per minute</b>	

## Part C

1. Key in the following letter (146 words) as accurately as you can.

19 October 2016

Ms Peta Jones  
Manager  
Expo Furniture  
28 Hopper Street  
CAIRNS QLD 4870

Dear Peta,

Order Number 21560

I wish to apologise for the delivery of the damaged dining table. A credit note to the value of \$100 is enclosed.

We are pleased to announce that our 'Summer 2016 Selection' is currently being finalised. A catalogue is in production and should be available in about two weeks. A copy of the catalogue will be forwarded to you as soon as it is available.

At the beginning of March our sales representative will start showing the range to all our clients. You will be contacted personally to arrange an appointment to view the 'Summer 2016 Selection'.

We hope you will be as impressed as we are with the new range. Please contact us if you require any further information.

Yours sincerely,

Sophie Wilson  
Brand Manager

Number of words in the passage	146
Errors	
Subtract the errors	
Multiply by 100	
Divide by the number of words in the passage	
Accuracy	

2. Key in the following text (235 words) as accurately as you can.

There has been a lot written about the different generations and how managers can approach generational diversity in the workplace.

Australia has an ageing population. The people born in the post-war years are often referred to as the 'baby boomers'. These people have lived through an enormous amount of change and are generally seen to be hard-working and loyal to their employer. They like formal structures. Baby boomers might stay in the one job for many years. Research has also shown them to be flexible and adaptive, and their experiences help them make valuable contributions.

People born between 1965 and 1979 have been identified as Generation X. They are a bridge between their parents' generation and the generation after them (known as Generation Y). They experienced the economic recession of the early 1990s so are often cautious, but are also likely to have many of the interests and views of Gen Y.

Generation Y are those people born between 1980 and 1994. They have lived through uncertain economic times where jobs aren't guaranteed. These people prefer a relaxed and interactive work environment.

Today's generation may have different job attitudes, working styles and life expectations. They want their job to be fulfilling; if it isn't, they move on. They want a job that is fun, varied and interesting. Because they have grown up in a technological world, they are perceived as digital experts.

Number of words in the passage	235
Errors	
Subtract the errors	
Multiply by 100	
Divide by the number of words in the passage	
Accuracy	



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## Topic 3

### Check accuracy

Accuracy in business documents and correspondence is essential. Not only is it courteous and conveys a positive image of an organisation, it also ensures that all calculations, databases, statistics and information supplied to clients are correct. The organisation will be confident that the decisions it makes are based on accurate information.

There are a number of useful strategies you can employ to guarantee that your work is free from errors. Make sure you are familiar with them and practise them every time you complete a keyboarding task. It's a good idea when you are learning to have someone else check your work before you hand it in.

In this topic you will learn how to:

- 3A Proofread a document to identify errors
- 3B Amend a document and complete a final accuracy check

# 3A

## Proofread a document to identify errors

When you have completed typing, you should always check your work to make sure it matches the document you were copying and that it is free of errors. This is referred to as 'proofreading'. Most organisations have a policy that explains the procedures staff have to follow to ensure all documents comply with quality standards and are free from spelling, grammatical and punctuation errors. This makes sure that the organisation maintains a consistent, professional image and work is carried out efficiently.

Correct spelling is important. It is impolite to have a person's name spelled incorrectly in a letter. If an email address is typed incorrectly into the customer database, the person will not receive any information from the organisation.

Check your work on the computer screen before you print it. This saves time and paper. Then check the printed copy.

To proofread your work you need to check:

- spelling
- punctuation
- formatting.

### Check the spelling

It's important that all words are spelled correctly. There are a number of ways you can do this. The more practice you have in proofreading your work, the quicker and better you will become at picking up spelling errors. You will also learn to recognise words that are frequently used in the documents you type. Some computers are set up to autocorrect a word, so if you accidentally type in 'yuo' for 'you' the computer will automatically change the word as you type.

Here is a description of the methods that can be used to check spelling in a document.

#### Software spellcheck

Your computer may be set to indicate words that are spelled wrongly: a wiggly red line appears under the incorrectly spelled word. This way you can check your work as you type.

When you have finished, you can check to see whether you have spelled everything correctly by using the computer's Spelling and Grammar check. You should also read what you have written aloud because the computer program will only tell you if a word has been spelled wrongly, not if you have used the wrong word by mistake.

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For example, you may have meant to type 'The report has been sent', but instead you typed 'The report has been bent'. The computer will not tell you this is wrong, because 'bent' is spelled correctly.

Using Microsoft Word, click on **Spelling and Grammar** in the drop down **Tools** menu, or use the shortcut key **F7**. If a word is misspelled, select **Change**, then press **Enter** to continue the spell check.

Don't rely on the Spelling and Grammar check for people's names and addresses. This is because the name and address are unlikely to have been entered into the computer program's dictionary. When this happens, you select **Ignore**, instead of **Change**. You must check these names and addresses against the original document you have copied.

#### Using a dictionary

If you are following someone's handwriting that is difficult to read or keying in from an audiotape, you might have doubts about the spelling of a word you have keyed in. One option is to use a dictionary. Be familiar with the way the dictionary is organised so you don't waste time searching.

#### Asking someone

To save time, it is often quicker to ask someone for the correct spelling.

## Check the punctuation

Punctuation refers to the aids used in written texts to help make meaning clear. It includes commas, full stops, capital letters and question marks. Here is a description of common types of punctuation that are used and the reasons why they are used.

### The comma

A comma is used to mark a short pause in a sentence, or to separate a list of words. For example:

- Global Express has several mailing lists, but only one list includes the customers' fax numbers.
- It is important to consider the social, political, geographic and economic conditions before making a judgment.

### The full stop

Use a full stop at the end of every sentence.

### Capital letters

Use a capital letter at the beginning of every sentence, and for the names of people, addresses, organisations and publications.

### The question mark

Use a question mark at the end of a sentence that asks a question. For example, 'Have you sent the catalogue to Aus Transport?'

### Quotation marks

Single or double quotation marks can be used to indicate someone's speech or the title of a publication, or to explain a particular word or words. Organisations have their own rules about using single or double marks. Find out what your organisation's house style is. For example:

- 'We have surpassed our sales target by \$200,000 this month', the managing director said today.
- Publications include 'Customer Service for Dummies' and 'Understanding Customers'.
- Where a strategy is known to be effective, it is referred to as 'best practice'.

### Brackets

Brackets are used to enclose an abbreviation or to explain a word. For example:

- A paper has been forwarded by the Commonwealth Scientific and Industrial Research Organisation (CSIRO).
- Complementary therapies include aromatherapy, kinesiology (touching), relaxation techniques and massage.

### Apostrophes

Apostrophes are used to indicate the omission of one or more letters in a word (for example, they're, where it replaces an 'a' – they are). They are also used to indicate possession (for example, the lion's mouth – the mouth belonging to the lion).

Apostrophes often cause difficulties. A common mistake is to put an apostrophe in the word 'its' when it is not needed.

- 'It's' with an apostrophe means 'it is'. For example, 'It's hot today'.
- 'Its' without an apostrophe means it belongs to someone. For example, 'The sword was long with an ivory handle. Its blade was very sharp.'

Follow this rule:

Only put an apostrophe in 'it's' when it means 'it is'.

## Common punctuation errors

Becoming familiar with a number of common punctuation errors will make your proofreading quicker. For example, many people forget to use:

- a capital letter at the beginning of a sentence
- a full stop at the end of a sentence
- a question mark when it is needed at the end of a sentence
- both brackets.



## Check punctuation errors

The process for checking punctuation errors is the same as for spelling. That is:

1. Select **Tools**.
2. Select **Spelling and Grammar** (or press F7).
3. The computer highlights punctuation errors in blue.
4. Select **Change** to make the correction shown in the Suggestions box.

## Check the formatting

Most organisations have very specific policies and procedures for formatting business documents such as reports, letters, memos and databases. Look very carefully at the document you were given to copy and make sure that you have followed any formatting rules.

Check that the formatting has:

- used the correct margin width
- used the correct font and font size
- inserted a space between each paragraph
- not put any extra spaces between words
- aligned the text as required; for example, used block setting for letters
- used correct document reference details
- used footers and headers appropriately.

## Show non-printing characters

If you have selected the Show/Hide button (¶) on the toolbar, then all the spaces and tabs you have used will show up on the computer screen. This will help you see where there is any incorrect spacing. These marks do not appear when you print the document. For example, you may have typed an extra space between words or pressed **Enter** twice.

This is an example of a double space

This is what happens when you press enter twice ¶  
¶

## Proofread your work

When you start proofreading your work, it is useful to use a checklist to help you. With more practice you will quickly learn what to check for.

Proofreading checks include:

- Have any letters or words been left out?
- Have any spaces been left out or extra spaces put in?
- Have any letters or words been repeated?
- Are any letters in the wrong order?
- Have any punctuation marks been left out?
- Are the date, address and person's name and title correct?
- Are the name and title of the organisation correct?
- Are the margins and fonts correct?

### Example: proofreading

Leanne was asked to type a notice to staff. She copied the document then checked her work on the screen. She found she had made a few mistakes, so she was able to correct them quickly.

#### **Kitche Roster**

Please check the new kitchen roster on the intranet. There have been a number of changes made because of new staff members. Could you please let me know as soon as possible if the timetable suits you. Its important to let me know as I need to finalise the rosterby close of business thursday 5 May.

Thanks, Leanne

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The mistakes are:

- She had left off the letter 'n' in kitchen.
- There was no space between the full stop and the new sentence beginning 'Could you...'
- The sentence 'Could you ...' needs a question mark (?) at the end of it instead of a full stop.
- 'Its' needed an apostrophe because it means 'It is'.
- The words 'roster' and 'by' had no space between them.
- Thursday did not have a capital letter.



## Edit your work

If you find any mistakes in your work, you need to correct them immediately. As discussed, you can correct some spelling and punctuation mistakes by pressing the **Change** key in the **Spelling and Grammar** function.

To correct other mistakes you need to be able to use the following aids.

### Arrow keys

Move the **Arrow** keys until the cursor is at the place where the mistake has been made. For example, a spelling mistake or a space that needs to be deleted. You can then correct the mistake.

### Backspace key

To correct wrong letters or words you can use the **Backspace** key located on the right-hand side of the keyboard in the number row. For example, to correct 'He spoke with mr Mitchell yesterday' you need to make the 'm' a capital to write 'Mr'. To do this, place the cursor after the letter 'm'. By pressing the **Backspace** key, the letter will disappear. Then type in a capital 'M'.

### Delete key

The **Delete** key also cancels a letter, space or punctuation mark. It is usually found near the **Arrow** keys.

To correct a mistake, place the cursor to the left of the letter you want deleted. To delete the letter 'm' in 'mr Mitchell', highlight the letter 'm' and press the **Delete** key. Then type in a capital 'M'.

## Proofread the printed (hard) copy

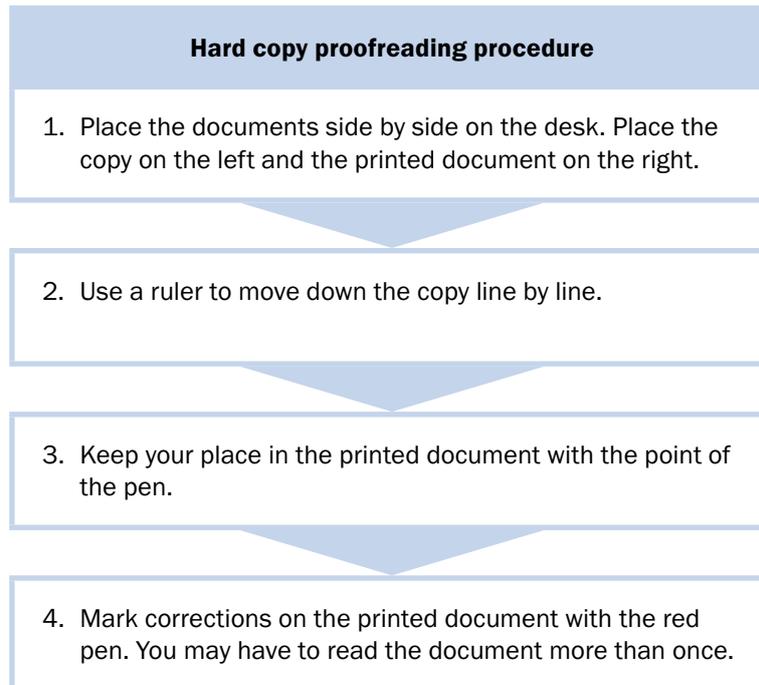
Once you have found your mistakes and corrected them, you can print a copy of the document. Text often looks a little different when it is printed to how it looks on the screen. For many people, it is easier to notice errors once the text is printed.

Your job now is to proofread the hard copy of your work. This is similar to on-screen checking except that you can mark any additional mistakes you find with a red pen. You can use any coloured pen, but red is very easy to see.

You must also check the printed document against the original handwritten or typed document that you were given to copy.

Before you start, make sure your desk is clear, you have enough room to turn over the pages of both documents and you are seated comfortably with sufficient light. Have a ruler and red pen handy. It's important that you don't get interrupted. You can easily miss your place or lose concentration if you stop to speak to someone.

The following procedure will assist in proofreading hard copy documents.



## Check printed copy

Look at your printed document and make sure it is set out correctly. By this stage most of the errors should have been identified and corrected. However, it's easy to miss finding errors on the screen. Looking at a screen constantly can give you eye strain and your eyes might become tired, making it difficult for you to spot a mistake. If you have your document on a low zoom setting, such as 80%, it is harder to see spaces that have been missed. Also, people often think a word is

spelled correctly because they expect it to be spelled correctly. For example, you might read 'comunication' and think it is correct because that is what you expect to see and your eye glides over the fact that there is only one 'm' instead of two. That is why printing and checking a hard copy is essential.

Read it quickly to see that there are no obvious errors. Use your checklist to look for errors; for example, any letters that have been typed in the wrong order or a name that doesn't have a capital letter. Make sure all names are spelled correctly. Make sure the paragraphs are in the correct place. Check it against the original document.

A good tip is to read the document aloud; you may be able to hear a word that isn't correct.

## Practice task 6

1. Using your touch-typing skills, type this text. Then use the previous checklist to proofread your work.

Communication tips

Different cultures show politeness in different ways.

Being polite in Australian culture means that you smile at people and shake their hand when you meet them. You should also look people in the eye and give them your full attention when they are talking to you. Don't interrupt when they are talking. This shows you are interested in them and what they are saying. You should wait until they have finished speaking before you walk away.

How familiar are you with other cultures? Always ask if you are not sure how to treat someone so you are not being disrespectful to them.

Remember to:

- show cultural understanding and empathy
- show courtesy
- talk as an equal
- include everyone
- use language everyone can understand
- be honest.

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2. Key in this text, including the errors. Now edit your work using the spellcheck program, arrow, backspace or delete features as appropriate.

There are a number of procedures you should if you have a grievance.

Staff should attempt to solve the poblem by first discussing it with the person they are having the problem with.

If staff cannot solve the problem themselves, they must contract their ssupervisor and explain the situation to them.

What can you do if the grievance cannot be solved within the workplace? If the grievance cannot be settled, the staff member will be told where they can go for help; for example, the Anti-Discrimination Board, Conusmer Affairs.

3. This document has just been printed. Read it and circle any errors you find.

Advocacy is a process that allows people the oppportunity to voice their opinion and needs. It ensures that their rights are listened to and upheld, especially if the person is old or has a disability and finds it difficult to speak for themself.

Advocacy is not a new trend. Over the centuries people have been vocal and stood up for the rights of others. William Booth spoke out for the abolition of slavery. Emmeline Pankhurst marched for the rights of women to be given the vote. Martin Luther King Jr championed the rights of back people in the United States in the 1960s. Germaine Greer advocated for the rights of women. Nelson Mandela advocated for the end to apartheid in South Arifca.

Advocacy for the needs and rights of people with a disability emerged from the late 1960s onwards. People became concerned about the rights and needs of people with a mental, intellectual or physical disability. At the same time the united nations developed two very important documents about the rights of people with a disability.

## 3B

### Amend a document and complete a final accuracy check

The degree to which you check your work and the number of errors you find depend on the complexity and length of the material you are proofreading. For example, a brief memo to staff will not take you as long to check as meeting minutes or a two-page report. Nor should it have the number of errors you might find in a longer document.

During your first on-screen check you should have corrected any errors you noticed. When checking the printed copy, you might have picked up other errors.

If you have found and circled any errors on the hard copy, follow these steps:

- Open the document on the computer and key in the corrections.
- Go slowly and carefully, making sure you don't make new errors.
- Double-check on the screen to make sure you have corrected the error.
- Tick off each correction as it is made. This lets you know where you are up to. It is easy to miss an error if you don't do this.

### Check your document one more time

Now read the document one last time slowly and carefully. If you find a mistake, circle it in red ink and repeat the process for amending the document.

You might like to give the document to another person to read. This is useful for reports and important letters that may contain a crucial error you have overlooked and that might have unfortunate consequences for the organisation if the document is sent without the error being picked up.

Finally, print out a final copy to give to the person who has given you the task.



## Practice task 7

1. Explain why it is essential that you check your work a number of times before handing it in.

2. Explain why it is essential that you tick the errors off on the hard copy as you correct them on the soft copy.

3. Explain what you should do in the following situations:

- a) You find an error in the printed copy.
- b) You have checked and re-checked the document and it is almost ready to print. You ask a colleague to read it and he finds three more errors.
- c) You forget to tick off the errors as you correct them.
- d) You write a memo to remind staff to exercise daily. It's only a paragraph with a few short bullet points. You read it quickly and decide it is OK. You hang it in the staff room. Everyone laughs and lets you know that you have written 'Walk around the office to stretch your pegs' instead of 'legs'. They have circled the word 'pegs' and drawn lots of long clothes pegs marching around the office. You feel silly.

## Summary

1. When you have completed typing, you should always check your work to make sure it matches the document you were copying and that it is free from errors.
2. Use the computer's Spelling and Grammar check program, use a dictionary or ask someone else for the correct spelling if you find a spelling mistake.
3. Check that the punctuation and layout are correct and match the document you have been given to copy.
4. Proofread a printed hard copy and check for further errors.
5. Circle any errors you find in red so they stand out.
6. As errors are amended, tick them off so you know you have corrected them.
7. Always do a final read through before you distribute the document.

## Learning checkpoint 3

### Check accuracy

This learning checkpoint allows you to review your skills and knowledge in checking accuracy.

### Part A

Key in the following text, then proofread what you have done. Check it against the original document.

#### **Networking**

Networking is using the contacts you have, and the people you know, to share information and resources for mutual benefit and strategic advantage. The contacts may be business associates, other professionals, acquaintances or friends. They may be work colleagues, people you went to school with or neighbours that you have got to know through a community activity.

Many people are experienced and effective networkers. They share information with their peers, ask others for advice or suggestions, and in turn share the knowledge and experience they have gathered with others. They build relationships with those they meet and make a note of what information they have, what services they provide and what knowledge and skills they could share with them in the future. For some, the concept of using these contacts for networking purposes may seem unethical. Some consider it an abuse of a friendship.

Networking is of mutual benefit. It is not about exploiting others for your own purposes; it is about forming partnerships and sharing experiences in order for both parties to be more effective in their roles and more efficient in achieving goals and objectives.

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	<b>What this means</b>	<b>Why you need this knowledge</b>
<b>How to network</b>	You need to understand a range of methods and processes that you can use to develop a network.	You may need to find out what professional networks already exist for your industry and develop a list of the people you already know and what knowledge and skills they have.
<b>Relevant organisations and services</b>	You need to know who else is in the industry and what services they provide.	Your competitors could become your partners through effective networking. It will help you to identify who to approach.
<b>Communication techniques</b>	You need to understand how to communicate with others in your network. This includes oral, written and electronic communication.	You need to communicate your needs and your strengths effectively.

Complete the checklist to ensure you have covered everything.

✓	<b>Check</b>
	Have any letters or words been left out?
	Have any spaces been left out or extra spaces put in?
	Have any letters or words been repeated?
	Are any letters in the wrong order?
	Have any punctuation marks been left out?
	Are any dates, addresses and people's names and titles correct?
	Are any names and titles of organisations correct?
	Are the margins and fonts correct?

Submit the typed work to your assessor.

## Part B

Proofread the following text. Circle the errors you find, then explain the problems in a list below. (There are seven errors.)

### Staff Planning Day

The recent planning day focusing on the organisation's support networks was held on 3 May. Thank you all for attending. There were lots of interesting discussions and management has a clear indication of what needs to be done to continue to improve the various programs,

Here is a summary of the outcomes from the recent planning day. Managers of each department will discuss these with their team and formulate action plans. A follow-up session has been planned for 6 June. Please mark this date in your diary.

- The emergency evacuation program will be revised. This will include the appointment of wardens, improved notices, clearer instructions and a revised meeting point. Our WHS officer Julian will be in charge.
- The 'Green Office' policy will be updated. Staff are asked to research ideas, especially what other companies are doing, and be prepared to contribute at the next session.
- New ergonomic chairs will replace existing chairs in the coming financial year.
- A mentoring program will be developed matching new staff with experienced employees.
- The intranet needs to be overhauled. A working group will be set up to plan and coordinate this.

## Part C

You have been asked to speak to a new staff member about proofreading. Write down the five points you think are the most important for a person learning this skill to know about.