BSBITU102
Develop keyboard skills

Release 1

Learner guide

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Aspire Version 1.1

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Contents

Before you begin

This learner guide is based on the unit of competency *BSBITU102 Develop keyboard skills*, Release 1. 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.

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.

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Feature of the learner guide	How you can use each feature
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: www. aspirelr.com.au/help
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.

Foundation skill area	Foundation skill description
Reading	• Comprehends textual information in workplace documents to confirm work requirements • Checks own work to identify errors
Writing	• Enters and edits numerical and textual information according to a defined format
Navigate the world of work	• Complies with organisational and legislative requirements and meets expectations associated with own role
Get the work done	• Understands the specific functions and features of digital tools and uses these to perform work tasks

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 Set up a safe workspace	❑ Confident ❑ Basic understanding ❑ Not confident
	1B Work safely	❑ Confident ❑ Basic understanding ❑ Not confident
Topic 2 Identify and develop keyboard skills	2A Identify the alpha and numeric keyboard functions	❑ Confident ❑ Basic understanding ❑ Not confident
	2B Use touch-typing	❑ Confident ❑ Basic understanding ❑ Not confident
	2C Develop fast and accurate typing	❑ Confident ❑ Basic understanding ❑ Not confident
Topic 3 Check accuracy	3A Proofread your work	❑ Confident ❑ Basic understanding ❑ Not confident
	3B Correct errors and do a final check	❑ Confident ❑ Basic understanding ❑ Not confident

Topic 1
Use safe work practices

Most organisations use computers to perform a variety of business tasks. These tasks may include:

- writing letters
- preparing business documents
- keeping track of customers
- managing the organisation's finances.

If you work in an office you will probably need to use a computer for almost every task you are asked to do. Typing on a computer is therefore an important skill to have. The more you practise, the better you will become.

You may be sitting at your computer for most of the day. Therefore, you must know how to set up your workstation so you can use the computer safely.

You must also follow health and safety guidelines for computer work. These help you to avoid getting any health problems from working on a computer for long lengths of time.

In this topic you will learn how to:

1A   Set up a safe workspace

1B   Work safely

1A Set up a safe workspace

When developing keyboard skills, you need to be sure that you are following any legislation or guidelines that governments have put in place. You don't have to know all the laws, but you do need to know the types of things you must comply with, as your organisation can be held liable for any difficulties that arise if you have not followed procedures correctly.

Understand legislation

Work health and safety (WHS) is important to your work role. Under state and territory WHS legislation (laws) your employer is obliged to provide you with a safe workplace. Equally, you are obliged to work in a safe manner; for example, make sure you follow safety directions when using equipment; set up a safe workstation; and notify your supervisor if work demands are causing you stress.

Other legislation that may be relevant to you in your work is anti-discrimination legislation, which requires you to treat everyone the same regardless of age, gender or background.

These and other requirements will be part of your workplace policies and procedures, so if you follow these, then you are complying with the legislation. However, when you are carrying out your work requirements, always check to ensure you have considered these aspects.

Adjust your workstation

The area where you work is often called a 'workstation'. This includes your computer, keyboard, desk and chair. You should know how to set up your workstation so it is safe. Although an office may not seem to be a dangerous place, working in a poorly set up workstation for long periods can cause a number of health problems that can be very difficult to correct.

Setting up a safe workstation means:

- adjusting the height of your chair to suit your body

- adjusting your chair so you can sit comfortably

- placing the computer so you can see the screen clearly

- placing the keyboard and mouse pad so you can work comfortably

- arranging your desk so everything is within easy reach

- ensuring you have enough light to see clearly

- tidying and keeping all the computer cords and plugs out of the way.

Example: Jim's story

Jim, who has just started work as an office assistant, needs to set up a safe workspace and learn keyboard skills.

Jim has just started working at Global Express. This company does printing, packaging and mailing services for the public. Jim works as an office assistant in the mailing department.

On his first day, Claire, the Health and Safety Representative at Global Express, explains to Jim how he should set up his workstation. Claire explains that all the desks, chairs and computer screens can be adjusted to suit each person's body shape and size. She tells Jim that the way he sits is called his 'posture'.

Claire helps Jim adjust his chair to make it more comfortable. She tells him his feet should be flat on the floor. She adjusts the backrest of the chair so it supports the curve of Jim's lower back.

Jim tests his chair. He then tests the position of his keyboard to see if it is comfortable to use. He makes sure he can easily reach his mouse without having to stretch.

Jim arranges his desk to place the things he uses often, close to him. He puts his in-tray in the far corner of his desk. He doesn't need to use it often.

Claire and Jim make sure that:

• Jim's keyboard is close to the front of the desk

• nothing is placed between the keyboard and the computer monitor

• Jim can easily switch his hands between the mouse and the keyboard

• Jim is not bending over his keyboard.

Example: Jim's workstation

Claire gives Jim a picture of a well set up workstation, explaining that it shows the correct way to sit when at the keyboard. She suggests he pin the picture up on the wall above his desk as a reminder.

This is the diagram that Claire gave to Jim, which highlights the features of an ergonomic workstation.

Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.
Top line of sight	The viewing distance should be between 400 mm and 700 mm.
Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.
Head	Keep your head erect.
Shoulder	Have your upper arms hanging freely.
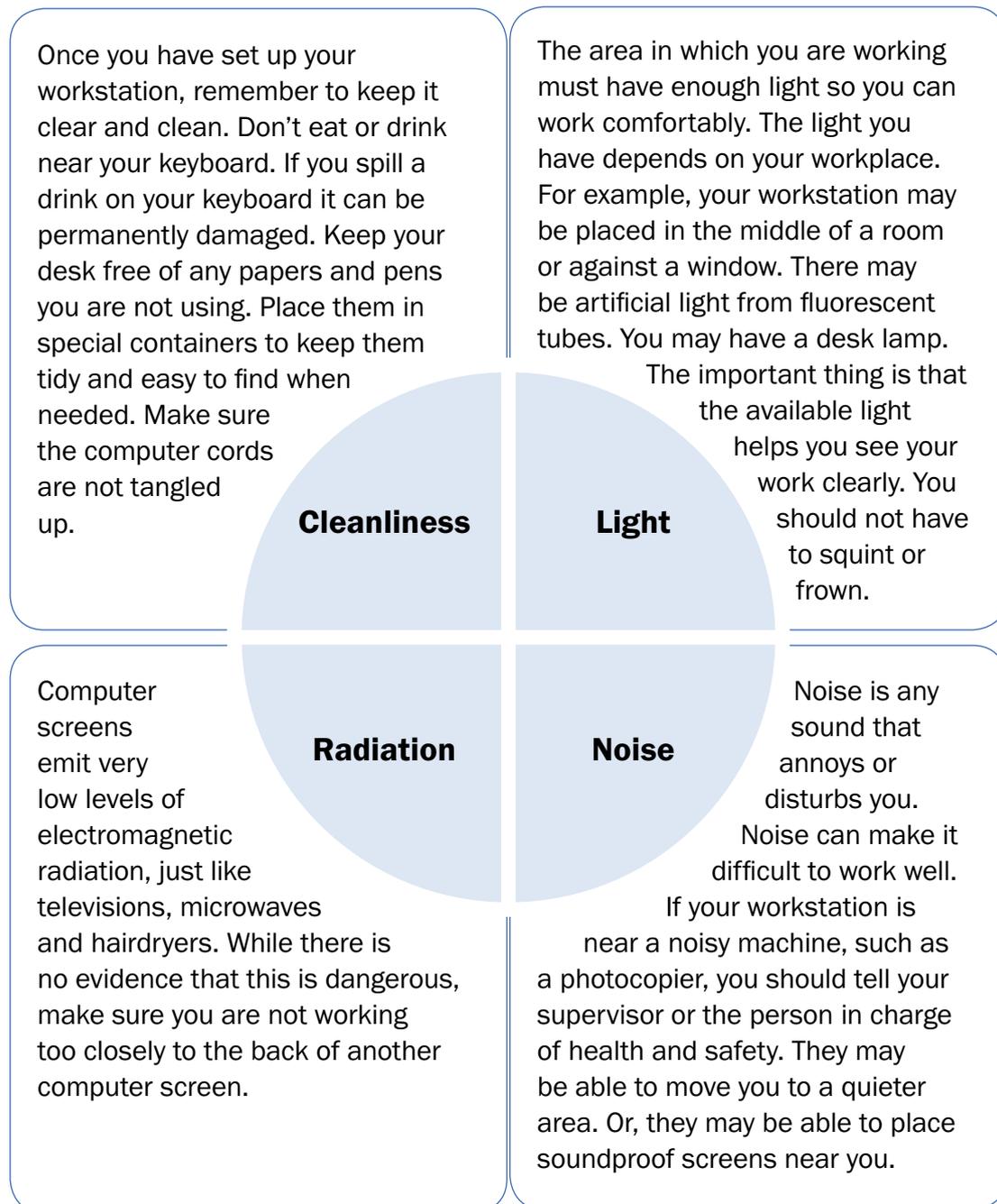
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Elbow	Have your forearms approximately horizontal.
Above knee	Ensure there is clearance between the lower edge of the desk and your legs.
Below knee	Ensure there is clearance between the front edge of the seat and the lower leg.
Footrest	Use a footrest if needed.
Back of chair	The back support should be adjusted to support the small of your back.
Under chair	Adjust the seat height to suit your furniture and equipment.
Chair legs	Use a chair with a five-castor base.

Check that the area is safe for working

There are a number of checks that can be regularly undertaken to ensure that an area is safe for working. The following list describes four checks that are appropriate for a computer work station.

Cleanliness

Once you have set up your workstation, remember to keep it clear and clean. Don't eat or drink near your keyboard. If you spill a drink on your keyboard it can be permanently damaged. Keep your desk free of any papers and pens you are not using. Place them in special containers to keep them tidy and easy to find when needed. Make sure the computer cords are not tangled up.

Light

The area in which you are working must have enough light so you can work comfortably. The light you have depends on your workplace. For example, your workstation may be placed in the middle of a room or against a window. There may be artificial light from fluorescent tubes. You may have a desk lamp. The important thing is that the available light helps you see your work clearly. You should not have to squint or frown.

Radiation

Computer screens emit very low levels of electromagnetic radiation, just like televisions, microwaves and hairdryers. While there is no evidence that this is dangerous, make sure you are not working too closely to the back of another computer screen.

Noise

Noise is any sound that annoys or disturbs you. Noise can make it difficult to work well. If your workstation is near a noisy machine, such as a photocopier, you should tell your supervisor or the person in charge of health and safety. They may be able to move you to a quieter area. Or, they may be able to place soundproof screens near you.

Example: light glare on Jim's screen

Jim's workstation is near a window. A lot of light comes onto the screen. After a while, he realises it is giving him eyestrain. He is always screwing up his eyes to stop the glare. With the help of another staff member, Jim moves his desk to reduce the glare. However, in the afternoon the light is still bright. He tells Claire.

She arranges to get him an anti-glare screen for his computer. The screen fits on to Jim's computer screen, reducing the glare.

Practice task 1

1. Check your workstation at your learning centre, workplace or home. Use this table to list the things that are okay and the things you need to adjust.

Item	Requirements	Adjust Yes/No
Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.	
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.	
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.	
Top line of sight	The viewing distance should be between 400 mm and 700 mm.	
Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.	
Head	Keep your head erect.	
Shoulder	Have your upper arms hanging freely.	
Elbow	Have your forearms approximately horizontal.	
Above knee	Ensure there is clearance between the lower edge of the desk and your legs.	
Below knee	Ensure there is clearance between the front edge of the seat and the lower leg.	
Footrest	Use a footrest if needed.	
Back of chair	The back support should be adjusted to support the small of your back.	
Under chair	Adjust the seat height to suit your furniture and equipment.	
Chair legs	Use a chair with a five-castor base.	

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2. Think about your workstation at your learning centre or workplace. Is your work-station properly set up for the tasks you are expected to do? Do you have any problems with the light, noise or power cords? Use this table to write down what you have found.

Issue	Details
Light	
Noise	
Power cords	

1B Work safely

If you sit at a computer for most of the day, your body may become stiff and sore – especially if you are not sitting correctly.

If you are doing a lot of typing, your fingers and wrists may become tired and even begin to hurt. Your muscles might become strained. When this happens, it may develop into a condition called occupational overuse syndrome.

You should take regular breaks and do some simple exercises.

Example: tips for Jim to work comfortably

At Global Express, Claire gives Jim some tips on how to work comfortably. Claire tells Jim that it is important that he takes regular breaks.

To work comfortably Jim should:

- stop typing every 20 minutes
- look out the window to rest his eyes
- walk around the office to stretch his legs
- do some exercises to ease the muscles in his body.

Example: Jim's exercises

Later, as Jim gets well into his work, his fingers and wrists start to get sore. He knows he should do some exercises. First he exercises his wrists and fingers, then the rest of his body.

Wrists

Jim places his forearms and wrists flat on the desk. Keeping his wrists on the table, he gently bends his hands and fingers back. He does this four times.

Fingers

Jim places his hands down, spreading his fingers into a fan. He counts to five, then relaxes. He does this four times.

Exercising the arms

Jim stands, raising his arms straight out to the sides at shoulder level. He rotates his arms forward in small circles four times, then he rotates them backward four times.

Exercising the mid and upper back

Jim places the inside of his right arm behind his head. He puts his left hand on his right elbow to gently pull his elbow behind his head. He counts to three, then repeats for the other side.

Exercising the neck

Looking straight ahead and keeping his shoulders still, Jim moves his head. First he moves his left ear to his left shoulder then his right ear to his right shoulder. He drops his chin to his chest then raises his chin to look at the ceiling. He turns his head to the left then to the right. He repeats this set of actions three times.

Vary your work

It is a good idea to vary your work as much as possible. Try not to continue doing the same activity for too long.

For example you could do a bit of typing, and then do some photocopying. You may be able to do another task where you have to walk around the office. Or, you may need to tidy your desk or your files. Consider the various tasks you have to do and avoid doing any of them for too long a time, especially typing.

Use equipment to help

You can get mouse pads with a raised section that supports your wrists. Ask your supervisor if it is possible for you to have one of these.
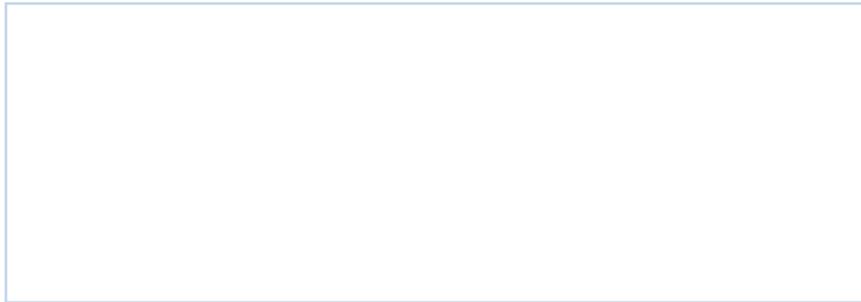
If your neck aches because you are bending down to look at work, a document holder can help. It sits on your desk and holds the pages upright. Because it is not lying flat on your desk, you don't have to bend your neck to see the pages.
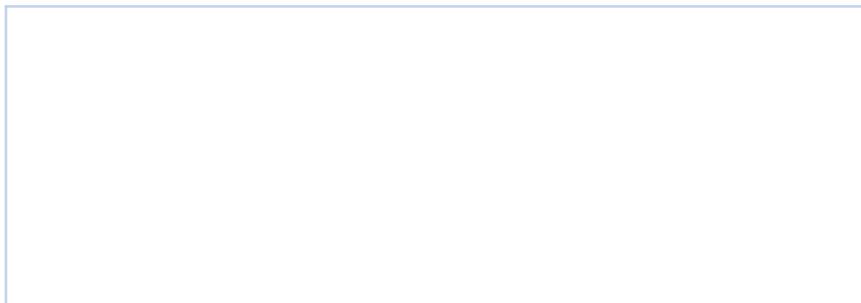
You have already read about anti-glare screens. You may need one of those. If you get eyestrain from working on the computer, you may also need to get your eyes checked. Some people use glasses just for computer work.

Practice task 2
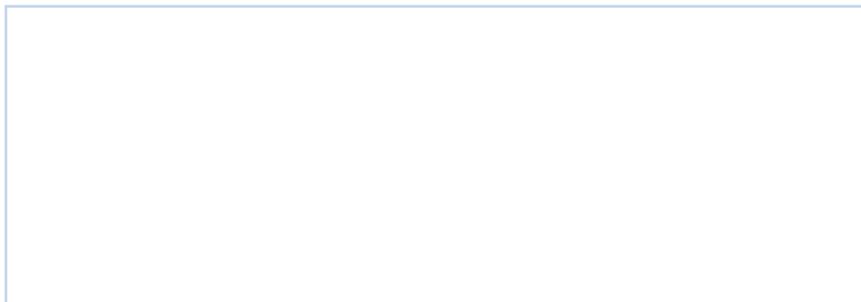
1. Even if you have not been doing any typing, try some of the exercises. Do they make you feel more relaxed? Which one do you think would help you the most?

2. At your learning centre or workplace, look at any different types of mouse pad. Try them out. Do some feel more comfortable to use than others?

3. Ask your trainer or supervisor to show you a document holder and how it works. Try using it. For what kind of work would it be useful to have a document holder?

Summary

1. A workstation must be adjusted to suit the person using it.

2. The chair, desk, keyboard and monitor must all be adjusted so the person can work comfortably without straining any part of their body.

3. The light should be adequate for easy working on screen.

4. There should not be so much noise in the workplace that it is difficult to work.

5. When working on a computer it is necessary to take regular breaks – about every 20 minutes.

6. Exercises are useful for relaxing tense muscles.

7. Special mouse pads, anti-glare screens and document holders can make work easier.

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Learning checkpoint 1
Use safe work practices

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

Part A

1. Fill in the following checklist. Then ask your trainer or supervisor to mark the third column, showing you have set up your workstation correctly.

Setting up your workstation	Tick if you have done this	Supervisor/ trainer checked
I have adjusted my desk to suit my body.		
I have adjusted my chair to suit my body.		
I have positioned my screen to suit my posture.		
I have made sure that I have adequate light and there is no glare problem.		
I have checked the noise around me so it is easy for me to work.		
I have arranged my desk so that it is neat and I can easily reach things.		

2. Fill in the following checklist of things to do to work safely with a keyboard. Then ask your trainer or supervisor to mark the third column.

Working safely	Tick if you have done this	Supervisor/ trainer checked
I take regular breaks from my work.		
I rest my eyes frequently.		
I vary my tasks.		
I exercise regularly.		

3. Demonstrate to your trainer or supervisor at least two of the exercises described in this topic. Explain how they could help to keep you healthy.

Part B

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

Case study

Jim has a problem with the way he places his documents. He is typing a copy of each document and there are lots of pages. He has the documents he is copying flat on the desk to his left. This means that he is constantly turning his head to look at the documents and then turning back to the monitor. He soon finds that he is stretching too much. This causes muscle strain in his neck.

1. What could Jim do to help ease his neck pain?

2. What piece of equipment might help Jim when he is typing and copying documents?

Part C

Why is it important that you comply with any legislative requirements when carrying out your tasks?

Topic 2
Identify and develop keyboard skills

Learning to type the correct way is important. If you learn correctly, you will be able to do your work quickly and easily. Practise your typing skills and you will become even better.

Typing quickly without looking at your fingers while you use the keyboard is called 'touch-typing'. To touch-type well, you must learn the meaning of the keys and their position on the keyboard and which fingers to use for each key. In touch-typing you use all your fingers.

In this topic you will learn how to:

2A Identify the alpha and numeric keyboard functions

2B Use touch-typing

2C Develop fast and accurate typing

2A | Identify the alpha and numeric keyboard functions

A computer keyboard is made up of buttons called 'keys'. When you press some keys they produce a written symbol, such as a letter of the alphabet, a number or a sign such as a punctuation mark or a dollar sign. To get some symbols you have to hold down another key at the same time.

Some keys do not give you any symbol. Instead, they produce an operation on the computer or the keyboard, such as moving to a new line or deleting text.

Understand the keys

Before you start, look at this diagram of a keyboard. See if you can identify all the different keys. Some keyboards differ slightly in the type of keys and their positions.
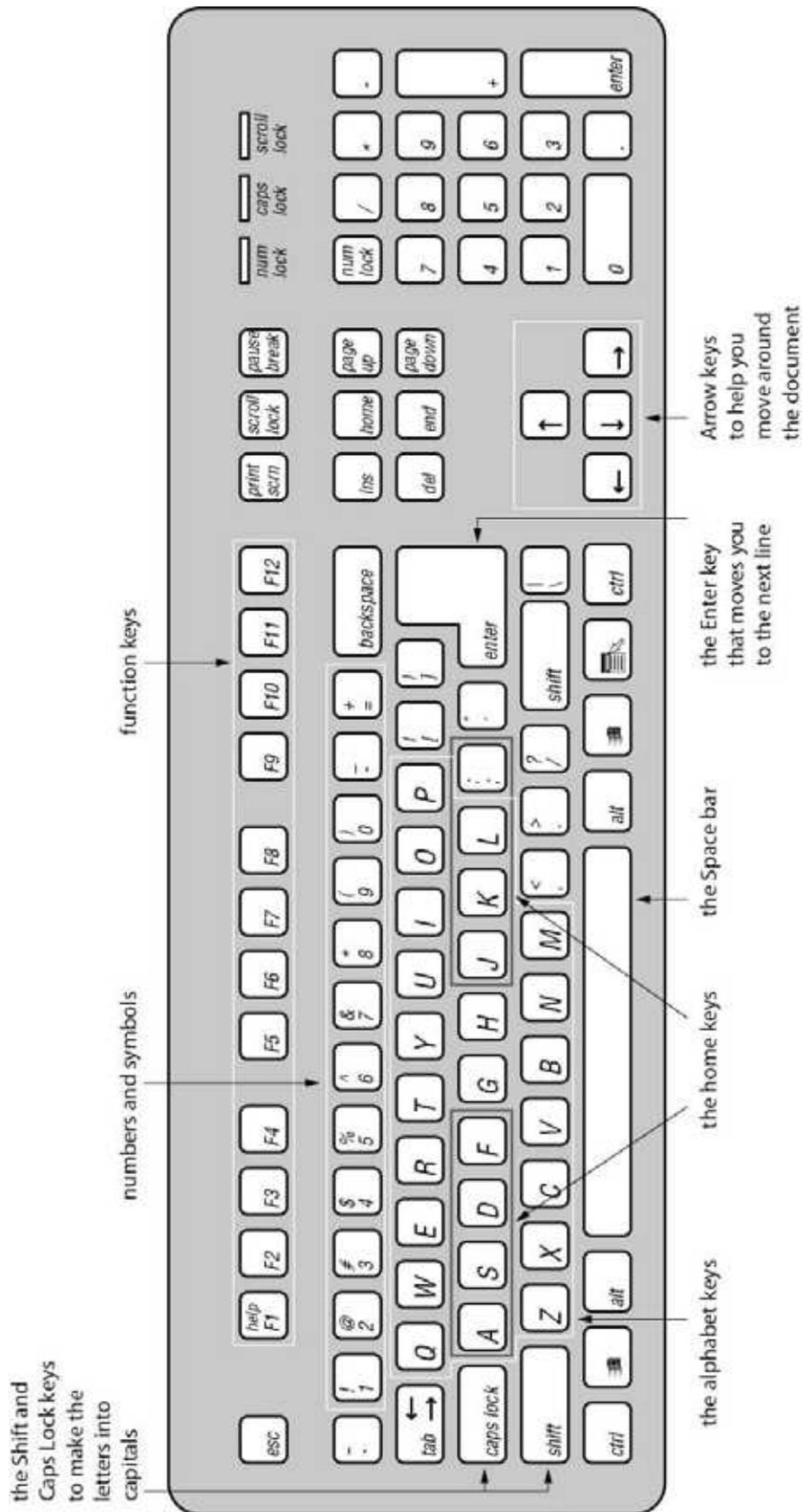
The alphabet and 'home' keys

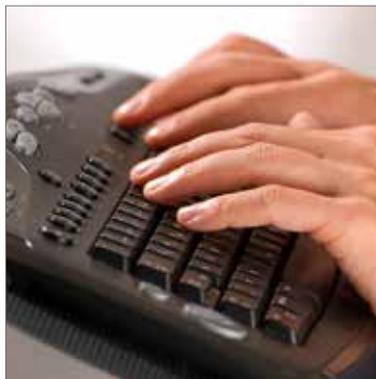There are three rows of alphabet keys. These keys have the letters of the alphabet and some important punctuation keys. Knowing how to use these keys is very important. The 'home keys' are the keys in the middle of the keyboard. They are called home keys because this is where your fingers should always return to as you type.

The number keys

Typing numbers is an important part of keyboarding. You use them when you are typing the date, an address or a phone number. You will use them a lot if your job involves a lot of figures or financial information.

Numbers are found in two places on the keyboard:

- Above the alphabet keys
- On the right side of the keyboard

You should use the number keypad on the right side of the keyboard if you are typing mostly numbers. It is much faster than using the numbers at the top of the keyboard.

The sign keys

Above the numbers on the buttons in the top row of the keyboard are symbols. The keys that have symbols on them are called the sign keys. You make nearly all these signs by holding down the 'Shift' key at the same time as pressing the sign key you want.

Here are the common symbols you will use when you are typing.

Symbol	Meaning	Example
@	at	Used when typing email addresses: jross@biglake.com.au Used in orders: 4 boxes @ $4.50 per box
$	dollar	$50.00
%	per cent, or the part of every hundred	20% of sales
&	called an 'ampersand', means 'and'	James & Partners Law Firm
( )	brackets	Written correspondence (letters, emails and faxes)
+ = –	plus equals minus	7 + 8 = 15 15 – 8 = 7

The function keys

The keys at the top of the keyboard are called function keys. They are named F1 to F12. You can use these keys to do things quickly and save time. These keys mean different things on different computers. It depends how the keys have been programmed, and on the computer program you are using.

Examples of function key operations include:

- F7 may take you quickly to the Spelling & Grammar box when you want to check the spelling of a word.

- If you are unsure how to do something, press F1 and the Help menu will appear.

- By pressing the Shift key and F3, you can change the letters in a word to capitals and vice-versa.

Other useful keys

If possible, remove the little trash can icon in this picture.

Some other useful keys that you will use often include:

Esc – the Escape key lets you escape from (or get out of) a program or function that you don't want to use.

Ctrl – the Control key is used with other keys to send commands to the computer.

Delete or Backspace – press Delete or Backspace to delete (remove) something, or select the section you want to delete with the mouse, then press Delete or Backspace.

If you want to copy something, select what you want to copy, then press Ctrl and C. Place the cursor where you want the copied material to go, then press Ctrl and V. The material you have copied will appear.

If you want to move something, select what you want to move, then press Ctrl and X. Place the cursor where you want the material to go and then press Ctrl and V.

If you want to make a letter or word bold, select the word and press Ctrl and B.

Practice task 3

1. Look at the alphabet keys. How many rows of alphabet keys are there? Find the vowels: a, e, i, o, u. Which three vowels are together?

2. Look at the two sets of number keys. Does the top row of numbers move from right to left or left to right? How are the numbers arranged in the right-hand number keypad on the keyboard?

3. Make sure you know where the Shift key is. How many Shift keys are on the keyboard?

… continued

4. Using the Shift key, what other key would you press to get a percentage sign?

5. Using the Shift key, what other key would you need to press to get the dollar sign?

6. When would you most often use the @ sign?

7. Where is the Escape key on the keyboard?

8. How many Control keys are there on the keyboard?

9. If you press a function key, will you produce a symbol of any kind? What is the purpose of a function key?

2B Use touch-typing

Now you know a little more about where the keys are and what the keys do, you are going to learn how to touch-type. The more you practise this, the better you will become.

In this section, you are going to practise typing. You will need to open new documents in Microsoft Word to practise your typing.

Use the home keys

Remember the home keys? These are the ones in the centre of the keyboard. They contain mainly the alphabet letters.

This is what the home key row looks like:

A S D F G H J K L : :

Being able to use the home keys correctly is important because it makes it easy for your fingers to move up and down to the other keys.

The home keys for the left hand are A S D F. The home keys for the right hand are J K L ; (semicolon).

The letters are in capitals on the keyboard. However, when you type them they are lower-case letters; for example, a s d f. If you want them to be capitals, you have to press either the Caps Lock or Shift key.
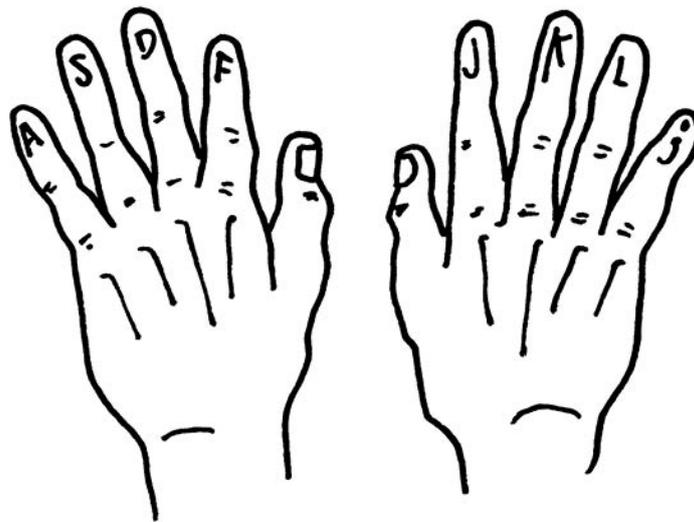
Make a space

To make a space between the letters, you press the spacebar with your thumb. The letters will look like this with a space between them:

a s d f j k l ;

Start a new line

To start a new line, press Enter with the little finger of your right hand. Press Enter after the letter f and the letters will look like this:

a s d f

j k l ;

Example: Jim's practice drill for using the home keys

Jim's supervisor at Global Express is Ian. He explains that Jim needs good typing skills for letters, mailing labels and updating the customer mailing lists.

Ian gives Jim practice in using the home keys.

Jim places his left hand lightly on the keys A S D F. He places his little finger first over A then lets the other fingers fall into position. He uses his left hand to type a s d f.

He taps the Spacebar with his right thumb after each letter. He then uses the fingers of his right hand to type j k l ;

He taps the Spacebar with his left thumb after each letter.

At the end of each line he taps the Enter key with the little finger of his right hand.

Jim practises typing these lines several times until he is comfortable with the home keys. To stop himself from looking at his fingers he stares at the screen in front of him.

Use the top alphabet row

To use the top row of the alphabet keys, keep your fingers resting on the home keys and move them up to press the keys you need.

Your little finger and the next two fingers move to the keys immediately above them. The two index fingers reach up as well as across to touch the keys.

Use the left-hand keys

Using your left hand, reach the keys in the row above the home keys as follows:

The F (index) finger reaches up to R and T and across to G.

The D finger reaches to E.

The S finger reaches to W.

The A finger reaches to Q.
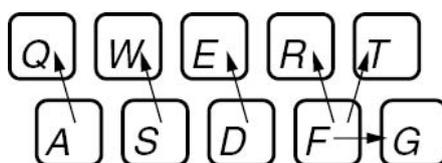
Example: Jim's left-hand typing drill

Jim practises the following left-hand typing drill. He remembers to sit comfortably and look at the screen as he types.

fdsa	rewq	asdf	qwer	fsad	weqr	fdea	waew	dede
qrad	drad	fads	are	fads	are	qeer	aref	frfr
waas	trgvb	trgvb	rtfgv	vfgrt	tgvf	frgr	grtf	dede
fvgr	fvgt	rtgv	defr	eded	wsws	qaaq	sdrf	swsw

Use the right-hand keys
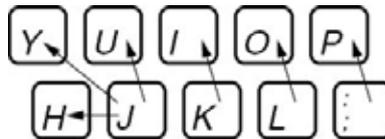
Using your right hand, reach from the home keys to the keys in the row above.

The J (index) finger reaches up to Y and U and across to H.

The K finger reaches up to I.

The L finger reaches up to O.

The ; (semicolon) finger reaches up to P.

Use the bottom alphabet row

To use the bottom row of the alphabet keys, keep your fingers resting on the home keys, moving the correct finger down to press the key you need.

Your little finger and the next two fingers move to the keys immediately below them. The two index fingers have to reach down and across to touch the keys.

Use the left-hand keys

With your left hand, reach from the home keys to the keys in the row below. If you curve the fingers slightly you will find that they move more easily over the keys.

The F (index) finger reaches across to G and down to V and B.

The D finger reaches down to C.

The S finger reaches down to X.

The A finger reaches down to Z.
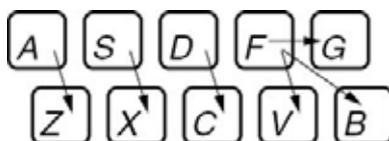
Use the right-hand keys

With your right hand, reach from the home keys to the keys in the row below.

The J (index) finger reaches across to H and down to N and B. (Remember, B can also be reached using the F finger on the left hand.)

The K finger reaches down to M.

The L finger reaches down to the , (comma) and the < ('less than' symbol).

The ; (semi-colon) finger reaches across to the ' (apostrophe or single quote mark) " (double quotation mark) and down to the . (full stop), > ('more than' symbol), ? (question mark) and the / (forward slash).
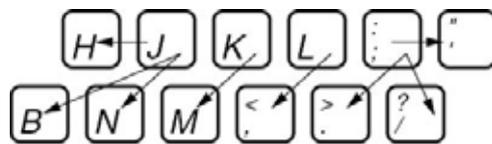
Use the shift key

Holding down the Shift key lets you make capital letters. This key is on both the left-hand and right-hand sides of the keyboard.

When you are typing capital letters you can choose which Shift key you will press.

Here are the techniques for typing capital letters.

Typing capital letters
If you are typing any of the letters on the left-hand side of the keyboard, use the little finger of your right hand to press the Shift key to get a capital letter.
If you are typing any of the letters on the right-hand side of the keyboard, use the little finger of your left hand to press the Shift key to get a capital letter.
If you need to type a word or sentence in capital letters, press the Caps Lock key to keep the letters set on CAPITALS. 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, such as a question mark or dollar sign.
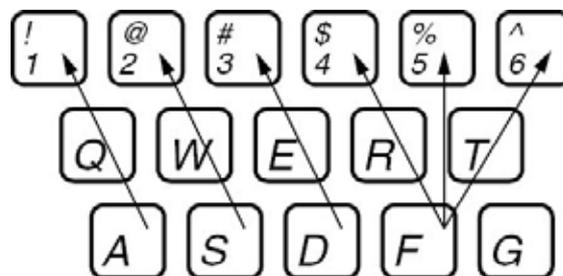
Type 1 to 5 using the left hand

From the home keys, reach up to the top row without looking at the keyboard. Use the fingers on your left hand to press the number keys 1, 2, 3, 4 and 5.

- The A finger reaches up to 1.
- The S finger reaches up to 2.
- The D finger reaches up to 3.
- The F finger reaches up to 4 and 5. This finger can also reach 6.

Example: Jim's left-hand number typing drill
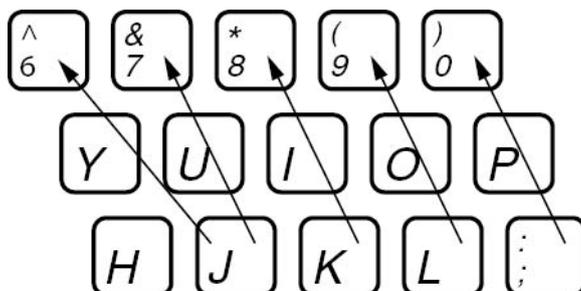
Jim has practised all of his drills. He decides it is time to practise typing numbers as he will be doing a lot of this in his job. He practises this drill a number of times till he can type the numbers without looking at the keyboard. The more he practises, the faster he becomes.

3	1	2	3	4	5	3	4	2
23	32	43	23	14	54	32	41	34
222	343	414	151	324	136	233	433	5426

Type numbers 6 to 0 using the right hand

From the home keys, reach up to the top row without looking at the keyboard. Use the fingers on your right hand to press the number keys 6, 7, 8, 9, and 0.

- The J finger reaches up to 7. This finger can also reach 6. (Remember, 6 can also be reached using the F finger on the left hand.)

- The K finger reaches up to 8.

- The L finger reaches up to 9.

- The ; finger reaches up to 0.

Example: Jim's right-hand number typing drill

Jim now practises typing the numbers from 6 to 0. He uses this drill, using only his right hand.

7	9	8	9	6	0	78	98	79
79	98	87	89	70	89	90	99	88

Example: Jim's two-hand number typing drill

Jim practises using both hands to type numbers. He practises the drill below with both hands. He also practises using the number pad on the right side of the keyboard. He finds this is much quicker when he needs to type a lot of numbers.

108	199	123	105	199	188	230	434	106	453
239	128	189	143	172	234	875	677	972	561

Use the sign keys

Remember that the number keys also have signs on them. These include the dollar sign, the hash sign and brackets. You make nearly all these signs by holding down the Shift key with your little finger as you press the sign key with the correct finger. (You do not have to use the Shift key for - and = on the right-hand side of the keyboard or the ' mark on the left-hand side.)

Use the following fingers to reach these keys. Remember to use either the right or left Shift key to type these signs on the upper part of the key.

Example: Jim's practice drill using the shift key

Jim practises the following drill. He remembers to press the Shift key to type the signs. He looks straight ahead at the computer screen.

trudywalls@ossmail.com.au

3 boxes @ $10 a box

85% of teenagers enjoy going to the movies

Perry & Sons

The sales figures (city and country) were up by 15% this month.

25 + 81 = 106

Use the function keys

Earlier in this chapter you read about some function keys. These keys are at the top of the keyboard. You can save time by using these keys to do things quickly. It is a good idea to test out the function keys on your computer keyboard to learn exactly what each one does.

| esc | | help F1 | F2 | F3 | F4 | | F5 | F6 | F7 | F8 | | F9 | F10 | F11 | F12 |

Practice task 4

1. Following the instructions below to practise using your home keys:

   a) Open a new document in Microsoft Word.

   b) Practise placing your hands lightly on the home keys and typing the letters asdf and jkl;.

   c) To type g and h, you move your index fingers (they are the ones next to your thumbs) across to these keys.

2. Also in the home key row is a key that has double quote marks " and single quote marks '. Use the little finger of your right hand to reach these symbols.

   a) Don't delete your document. You will use it in the next practice task.

   b) Practise placing your hands lightly on the home keys and moving your index fingers to type a s d f g f ; l k j h j.

3. Practise the home key row typing drill that was used by Jim. Practise the lines several times. Then practise the following drill using the home keys row. Make sure the drill you are copying is in a good position so you are not turning your head too often. Ask your trainer or supervisor for a document holder if you need one.

asdf	afaf	sdsd	jkl;	fdsa	;lkj	jkjk
;lkj	jkjk	klkl	fdsa	klkj	klkl	dsds
;lkj	afaf	adfa	jaas	ssdd	jjkk	fdfd
fdas	ajaj	kjka	dkad	sdsd	asdf	kjkj
asdfgf	agag	asdgf	agaf	;lkjhj	;jhjhj	;hj;hj

continued …

… continued

4. Practise the left-hand drill Jim used. If you are right-handed you may find your left hand is a little slower than your right. Do you find that? If so, give your left hand more practice time.

fdsa	rewq	asdf	qwer	fsad	weqr	fdea	waew	dede
qrad	drad	fads	are	fads	are	qeer	aref	frfr
waas	trgvb	trgvb	rtfgv	vfgrt	tgvf	frgr	grtf	dede
fvgr	fvgt	rtgv	defr	eded	wsws	qaaq	sdrf	swsw

5. Practise the following right-hand typing drill.

jkl;	uiop	jk;	uipo	jkop	;liu	jkop	jkui	juji
;ujo	ujuj	hujy	johy	jkuy	hioj	hjhj	hyh	ujuy
yiji	hulu	hopy	jjop	uiop	jklo	ikol	poiu	jojo

6. Practise the following left-hand typing drill.

sxsx	dvdv	fvdv	dcdc	fvfv	sdcx	azaz	aszx	axaz
zaza	vfdc	sdcd	azaz	dcsx	gvfc	vgvf	gbgf	bgbf
agab	babz	dcsx	zbag	fvgb				

7. Practise the following right-hand typing drill.

jnjh	kmkm	l,l,	;.;.	; ' ; /	nm,.	jnjn	km,k
lmlm	knln	knkn	k,k,	jnkn	kl,n	nmbm	jnmj
jmnj	jmjm	jnjn	km,b	;m;m	njmk	l;;/	n/m.

You should now be familiar with the home keys now and the alphabet keys on the top and bottom rows.

… continued

8. With your hands resting on the home keys, practise typing the following words. Use both hands. Use the home, top and bottom keys. Remember to curve your fingers slightly. Don't look at the keyboard; instead, watch the screen to see the words as you type them. Press the Enter key at the end of each line.

fast	faster	hold	mist
zoo	win	jam	lick
big	dear	axe	plum
shop	chip	quick	van
sell	out	bell	map
have	slap	funny	when

9. Practise using a capital letter at the beginning of each word.

Fast	Faster	Hold	Mist
Zoo	Win	Jam	Lick
Big	Dear	Axe	Plum
Shop	Chip	Quick	Van
Sell	Out	Bell	Map
Have	Slap	Funny	When

10. Practise the number drills that Jim was doing, using only your left hand.

3	1	2	3	4	5	3	4	2
23	32	43	23	14	54	32	41	34
222	343	414	151	324	136	233	433	5426

... continued

11. Practise the number drills that Jim was doing, using both hands.

108	199	123	105	199	188	230	434	106	453
239	128	189	143	172	234	875	677	972	561

Press the Num Lock key on the numeric keypad to practise the number drills that Jim was doing, using only your right hand.

108	199	123	105	129	188	230	434	106	453
239	128	189	143	172	234	875	677	972	561

12. Practise the shift key drill Jim used. Be sure you are using the correct hand to reach the sign keys.
    - trudywalls@ossmail.com.au
    - 3 boxes @ $10 a box
    - 85% of teenagers enjoy going to the movies
    - Perry & Sons
    - The sales figures (city and country) were up by 15% this month.
    - 25 + 81 = 106

2C Develop fast and accurate typing

The more you practise touch-typing, the faster you will become. Soon you can be typing steadily without making mistakes. You must keep practising to improve your speed. Many organisations expect people to reach a particular typing speed.

Increase your typing speed

Typing speed requirements differ. It depends on the tasks you are expected to do. For basic data entry, the speed varies from between 45 words per minute (wpm) to 60 wpm.

For typing letters or reports you may be expected to type even faster. The faster you can type without making any mistakes the better. Some personal assistants can type up to 100 wpm.

Test your speed

Many computers have typing tutorial software installed on them. The program 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 in one minute.

Here is another way to work out how many words you can type per minute.

Step 1

Set a timer or stopwatch for one minute and type.

Step 2

At the end of the minute count up the number of 'keystrokes' you have made. Every time you key in a letter, space or punctuation it is called a 'keystroke'. So you have to count every keystroke. This includes the letters, the spaces between words and any punctuation you have used, such as a comma or a full stop.

Step 3

Subtract the mistakes you have made.

Step 4

Divide the number by 5.

Step 5

This helps you calculate the average number of words you have typed in one minute.

Example: test your speed calculation

Here is an example of the calculation for working out your typing speed.

- Let's say you made 110 keystrokes. You made 5 mistakes.
- Take 5 away from 110 and you have 105.
- Divide 105 by 5.
- You have typed 21 words per minute (wpm).

Example: Jim's typing speed test

Jim is pleased with his progress but is keen to improve his speed. He practises whenever he has a spare minute at work. However, the faster he goes, the more mistakes he makes. He slows down a little to gradually improve both his speed and accuracy.

One day, Ian gives him a message to type to see how he is progressing. Before Jim starts typing, Ian asks him to set a timer and see how long it takes him. He also reminds Jim to leave a space after each full stop. This is the message Jim types:

> We have now got new rukes for the kitchen. We will buy milk every second morning. There are two types of coffe and a variety of teabags. Would all staff please wash their cups and put them in the cupboard after use. The kitchen shouldbe tidied up after lunch each day.

Jim takes two minutes to type it. There are 265 keystrokes in Ian's note. He counts three errors (he underlined them). He subtracts them to get a total of 262 keystrokes. Jim divides 262 by five. He has typed 52 words in two minutes. His speed is therefore approximately 26 wpm.

Improve your accuracy

Being accurate means not making any mistakes. When you first start touch-typing you will make many mistakes because you are unsure of the keys.

Sometimes the material you are given to type may not be clear. Ask the person who has given you the task exactly what they mean. Some people's handwriting is also difficult to read.

Common typing mistakes include:

- 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 too many spaces between words; for example, Global Express instead of Global Express
- typing words together; for example, GlobalExpress.

Example: Jim concentrating on speed and accuracy

Jim can now touch-type 26 words per minute without making a mistake. He knows how important it is to be accurate, especially with addresses. He realises it is bad manners to type a person's name incorrectly. The next time he is given a letter to type, he concentrates on both his speed and accuracy.

However, Jim can't understand two of the words in the note that Ian wrote very quickly. The name looks like 'MacBeth' and another word looks like 'detail'. He is not sure so he checks with Ian to find that the name is 'Macbeth' and the word in the sentence should be 'I am sorry for the delay in the catalogue'. He is glad he asked for assistance.

Practice task 5

Test your speed now. Don't expect too much at this stage. Start by typing for one minute. Just type something off the top of your head. Then do the calculations as previously outlined.

Next, try typing for one minute copying from a document. Do the calculations again. How did you go?

Summary

1. The keyboard is made up of buttons called keys.

2. Some keys produce a written symbol, such as a letter of the alphabet, a number or a symbol such as a punctuation mark.

3. The keys at the top of the keyboard are called function keys. These keys produce actions for the computer or keyboard.

4. To touch-type you need to know exactly where each key is located on the keyboard without looking for it.

5. Touch-typing uses both hands without looking at the keyboard.

6. The speed for typing is calculated in words per minute (wpm).

7. Practice is needed to improve typing speed and accuracy.

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.
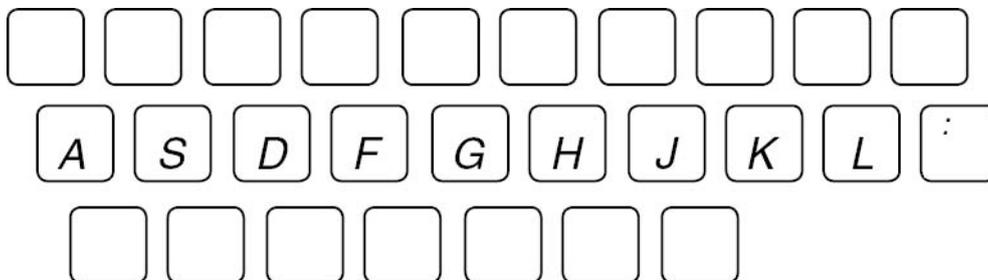
Part A

1. Which keys are called the home keys? Where are they located? Why are they called the home keys?

2. What two functions does the Shift key perform? Where is a Shift key located?

3. Explain what the function keys are. Where are they located?

4. Fill in the keys branching out from the home keys row.

| A | S | D | F | G | H | J | K | L | : |

Part B

1. Touch-type the following on the home keys:

aaa ;;; sss lll ddd kkk fff jjj aaa	sssa as ass; a lad lads a salads
a jaf faf jaffa a jaf jaffa a jaf jaffas	a all fall falls; a add adds; lads fall
sad; lad; fad; sad; fad; lad; sad; lad	a lad asks; alas a lad falls; ask a
add a jaffa; a jaffa falls; all faffas	dad asks; dad asks all; alas dad

2. Touch-type the following using the alphabet keys:

ded eee ded eee ded eee ded eel	ded eel eld edl ded elf elf dea ;
deal dell deaf desk deed ekes eel	aqa qqa quay aqa qqa quid aqa aaq
aqa quips quiet quite quote queue	ftf ttt ftf ttt ftf ket let hate kate state ftf het
jet hate kate state fast last jest	these the test; the east; the tale
kik iii kik iii ike ike kik ide hit hit	kiss kite site tide hide tile tilt this sit kik
lol ooo lol ooo lol ooo lol one one	con eon not nor nod ton lol ron don
core tore cook took hock fool soon	jhj jhh jhj fhj dhj shj ahj khj lhj
truck took trend too hard for me	not to go to the sea for lunch

3. Use the Shift key when you need a capital letter, and touch-type the following sentences:

I hired the net.	I told my aunt the story.
I went to bed.	We got a big football.
I sat on the tin.	She went to the zoo.
I ate a big lunch.	She sailed on the yacht.
He forgot his tea.	She had a pea in her pocket.
Bessy went to the gym.	She sailed off the cliff.
She did not like the apple.	We dined in the den.

Part C

1. Circle 'Left Shift Key' or 'Right Shift Key' to show which Shift key you must hold down for the following capital letters:

A	Left Shift key	Right Shift key
T	Left Shift key	Right Shift key
Z	Left Shift key	Right Shift key
P	Left Shift key	Right Shift key
O	Left Shift key	Right Shift key
J	Left Shift key	Right Shift key
E	Left Shift key	Right Shift key
M	Left Shift key	Right Shift key
N	Left Shift key	Right Shift key
Q	Left Shift key	Right Shift key
G	Left Shift key	Right Shift key
C	Left Shift key	Right Shift key

2. Which numbers and symbols can you type using the home key fingers? The first one has been done for you.

Home key fingers	Number	Symbol
A	1	!
S		
D		
F		
;		
L		
K		
J		

Part D

Test your speed by typing the following exercise. Set a stopwatch for one minute. Count how many words you type during this time. If you do not have a stopwatch, use a clock, watch or the timer function on your mobile phone. Remember to keep your eyes on the monitor screen, not on the keyboard.

Exercise	Key-strokes
Touch-typing is a good skill to have. When you touch-type you can get	69
through your work a lot faster. It is very important that you spend time	72
improving your typing by practising the drills. At first they take up	69
quite a bit of time but as you get faster they are easy to do.	62

When the minute is up, count the number of keystrokes. There are 272 keystrokes in the passage. How many did you manage? Subtract the errors from your total. Divide the result by five to work out your words per minute (wpm).

Keystrokes typed _____

Subtract the errors you have made _____

Divide keystrokes by five _____

Total standard words per minute _____

Topic 3
Check accuracy

When you have completed typing your work, you should always check it. Make sure it is free from errors and matches the document you were copying. Most organisations have a policy that says all documents must be free of spelling and punctuation errors. This ensures the organisation maintains a professional image.

Checking your work is called proofreading. You should first check it on the computer screen before you print it. This saves time and paper. After you have corrected any errors you should also check the printed (hard) copy. To proofread your work you should check the spelling, the punctuation and the layout.

In this topic you will learn how to:

3A   Proofread your work

3B   Correct errors and do a final check

3A   Proofread your work

When preparing documents in your workplace you are required to meet certain standards. In addition to maintaining a safe, productive workstation, other standards you will be asked to meet include those related to speed, accuracy and overall presentation.

Workplace requirements

Generally, workplaces have certain benchmarks in relation to the timely production of documents or other keyboarding tasks.

Depending on your role and your workplace, you may have to meet certain minimum requirements for speed and accuracy. For example, in an office where high volume output is required, the minimum standard may be 80 wpm with 90% accuracy. In contrast, you may have a general office role where good keyboard knowledge is enough.

Other aspects of your work role will typically require communication, literacy and problem-solving skills. Be clear about who it is you report to; usually this is the person who provides you with your work instructions. It is likely that they are also the person to whom you direct any questions or concerns and are the source of feedback about your work performance.

Report problems

You also need to understand how problems, faults or workplace concerns are reported; some issues may be reported verbally to your supervisor, while other concerns may require you to fill out a form.

Being able to understand what is required of you and being able to understand basic workplace documents is an essential part of keyboarding. Likewise, you need to be able to proofread and correct your own work. Should you have any difficulties or concerns with your work requirements, speak to your supervisor.

The person you report to may also assist you to solve problems. Often you may be able to solve routine problems yourself. However, there may be times when you really must consult your supervisor first; they will then direct you in how to deal with the problem.

Check spelling

If you are typing using Microsoft Word, this program underlines words in red to indicate incorrect spelling and/or spaces that are missing. This way, you can correct as you go. If you click on the word with the right mouse button, you can change to the correct spelling straight away.

Make sure you have set the language to English (Australia), otherwise the spellchecker will give you spellings from other forms of English, most probably US English.

1. Press **Control** and **A** to select the whole document.

2. Select the **Review** tab.

3. Select the **Language** icon, then **Set Proofing Language**.

4. Check that English (Australia) is selected. If it isn't, select it.

Spelling and grammar check

You can also use the computer's Spelling & Grammar check to see if you have spelled everything correctly. If you have spelled a word incorrectly, Microsoft Word highlights the word in red. It also gives you a choice of correct words. Click on the one you want.

You should also read aloud what you have typed because the computer program only tells you if a word has been spelled incorrectly. It does not tell you if you have used the wrong word by mistake. For example, you may mean to type 'and', but instead you type 'any'. The spellchecker will not tell you that this is wrong because 'any' is also a word. You may mean to type, 'The report has been sent', but instead you type, 'The report has been bent'. The computer will not tell you this is wrong, because 'bent' is also a word. Reading aloud often makes these mistakes more obvious to you.
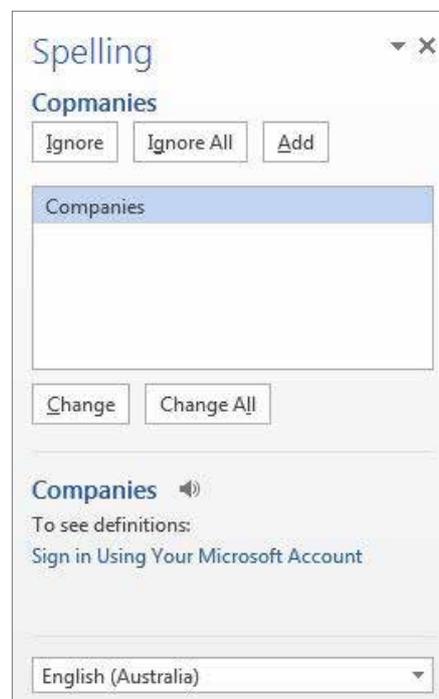
Example: correct spelling and grammar

Follow these steps using Microsoft Word.

1. Select the Review tab.

2. Select Spelling & Grammar. (You can get to this with the F7 shortcut key too.)
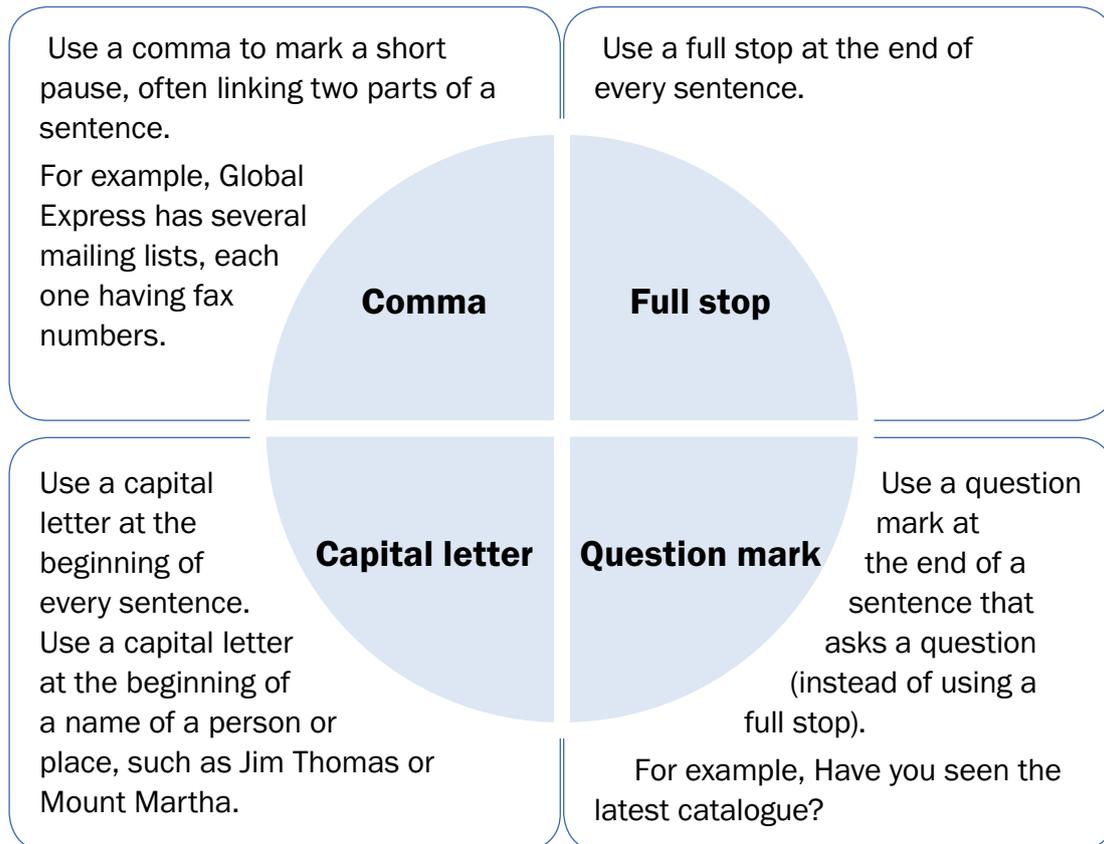

3. The computer highlights incorrectly spelled words in red.

4. Look at the words in the Suggestions box. Select the correct one and then select Change.

5. Press Enter to continue the spellchecker.

Don't rely on the Spelling & Grammar check for people's names and addresses. This is because people's names and addresses do not have standard spelling that is entered into the computer program. When this happens, select Ignore, instead of Change. Of course, you must also check people's names and addresses against the document you have copied.

Check punctuation

Punctuation includes signs and symbols such as commas, full stops, capital letters and question marks. These are all used in writing to help make the meaning clear. Here are descriptions of commonly used punctuation marks.

Use a comma to mark a short pause, often linking two parts of a sentence.

For example, Global Express has several mailing lists, each one having fax numbers.

Comma

Use a full stop at the end of every sentence.

Full stop

Use a capital letter at the beginning of every sentence. Use a capital letter at the beginning of a name of a person or place, such as Jim Thomas or Mount Martha.

Capital letter

Question mark

Use a question mark at the end of a sentence that asks a question (instead of using a full stop).

For example, Have you seen the latest catalogue?

Check punctuation errors

Forgetting to use these punctuation marks is a common error for typists.

To check for punctuation errors, use the same steps as for checking your spelling:

1. Select the **Review** tab.

2. Select **Spelling & Grammar** (or press **F7**).

3. The computer highlights the punctuation errors in green. A dialogue box appears that will give you an option to correct the error.

4. Select **Change** to make the correction shown in the Suggestions box or **Ignore** if you wish to change it yourself.

Check layout

Look very carefully at any document you are given to copy to ensure you lay it out correctly. This means checking that headings are in the right place, that the font you have used is correct and that there are no unusual spaces on the page.

Some basic rules for setting out business documents include:

- there is a space between each paragraph

- there are no extra spaces between words

- you have used the correct font and font size chosen by your organisation.

Spacing
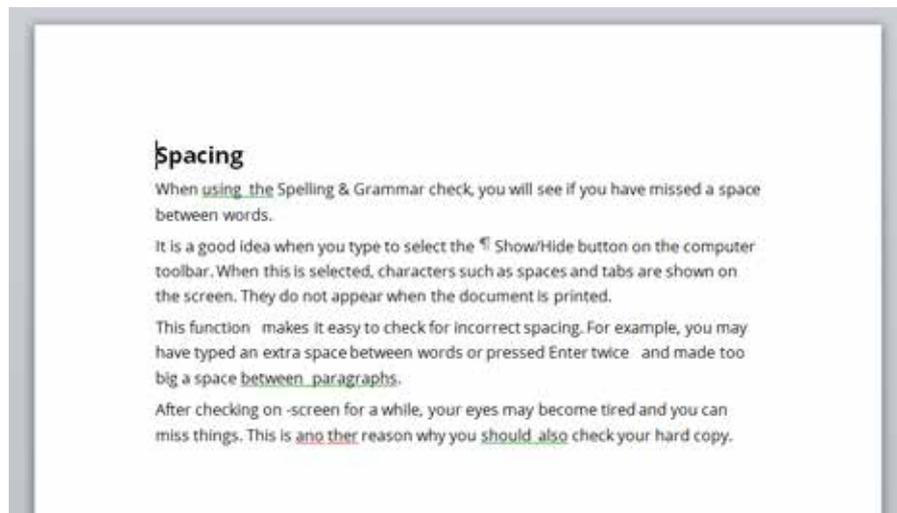
When using the Spelling & Grammar check, you will see if you have missed a space between words.

It is a good idea when you type to select the ¶ Show/Hide button on the computer toolbar. When this is selected, characters such as spaces and tabs are shown on the screen. They do not appear when the document is printed.

This function makes it easy to check for incorrect spacing. For example, you may have typed an extra space between words or pressed Enter twice and made too big a space between paragraphs.

After checking on-screen for a while, your eyes may become tired and you can miss things. This is another reason why you should also check your hard copy.

Example: Jim's spelling and punctuation checks

Ian explains that Jim must get into the habit of always reading his work to make sure documents are well presented. They must be free of spelling and punctuation errors.

Ian asks Jim to type the following notice to all staff and check his work before giving it to him.

Jim copies the document that Ian gives him. He then checks his work to find that he has made a few mistakes.

Can you see the errors Jim made?

Instructions to staff

Global Express Mailing Services

Copmanies often inquire about the mailing service we can provide to customers.

It important to tell customers that we offer a comprehensive list of services.

Under no no circumstances should you discuss prices with customers as rates differ according to the needs of the customer.

Please refer all queres with regard to prices to Sam sherworth, the Sales and Marketing Manager.

Practice task 6

1. Choose a few short paragraphs from a new document to copy. Follow the steps listed previously to check the spelling. If you made mistakes, be sure to choose the correct suggestion made by the spellchecker. Now read your work aloud slowly to make sure you didn't type the wrong word by mistake.

2. Type two or three sentences without using any punctuation. Use the Spelling & Grammar check to correct the sentences.

3B Correct errors and do a final check

If you find any mistakes in your work, correct them immediately.

Correct spelling and punctuation mistakes by pressing the Change key in the Spelling & Grammar function.
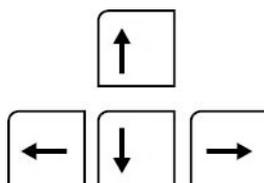
To correct other mistakes you need to be able to use the:

- **Arrow** keys
- **Backspace** key
- **Delete** key.

Use the Arrow keys

The Arrow keys are found on the lower part of the keypad on the right side.

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.)

In the following example, the writer should have typed a capital letter 'M' for Mr. The Arrow keys are used and the cursor looks like this on the screen:
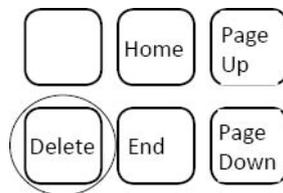
Dear m | Foster

Use the Backspace key

To correct incorrect letters or words you can use the Backspace key located on the right-hand side of the keyboard in the number row. Its symbol is an arrow going backwards ← . To correct the letter 'm' in the previous example, you place the cursor after the letter. By pressing the Backspace key, the letter disappears. Then simply type in a capital 'M'.

Use the Delete key

The Delete key can also cancel a letter, space or punctuation mark. It is usually found above the Arrow keys.

To correct a mistake, place the cursor to the left of the letter you want to delete. To delete the letter 'm' in 'Dear mr Foster', you place the cursor to the left of the 'm' and press the Delete key. Then you simply type a capital 'M'.
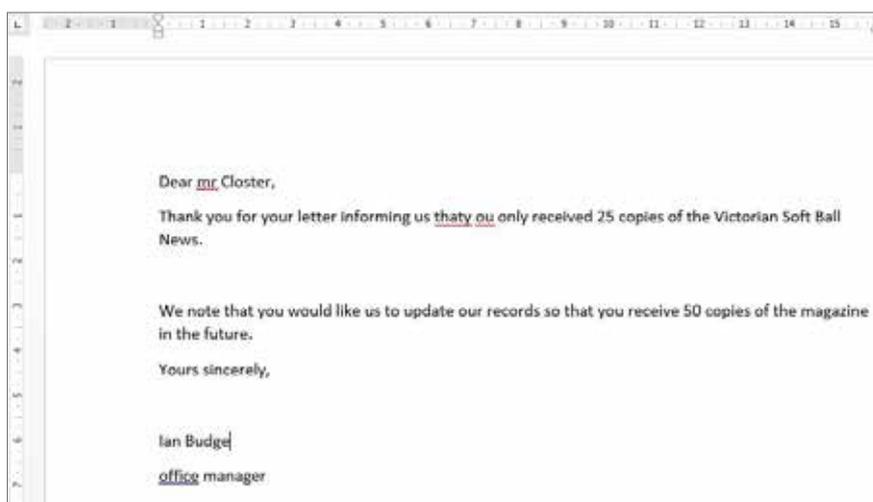
Dear |mr Foster

Another way to move around the screen to delete words or correct errors is to use the mouse. Press down on the left mouse button to highlight, as you drag the mouse over the letter or word you want to delete. Release the left mouse button then press the Delete key on the keyboard.

Example: Jim's corrections

Jim types the following letter. He makes some mistakes, which he needs to correct. He sees that the mistakes have been underlined in red on the screen.

He uses the Spelling & Grammar check, and the Arrow, Backspace and Delete keys to correct the mistakes.

Dear mr Closter,

Thank you for your letter informing us thaty ou only received 25 copies of the Victorian Soft Ball News.

We note that you would like us to update our records so that you receive 50 copies of the magazine in the future.

Yours sincerely,

Ian Budge

office manager

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Check the final printed (hard) copy

Once you have found your mistakes and corrected them, you can print a copy of the document.

Your job now is to proofread the hard copy of your work. This is similar to on-screen checking, except you can use a pen to mark any mistakes you find.

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

Before you start, make sure your desk is clear. You need enough room to turn over the pages of both documents. You should be seated comfortably with sufficient light. Have a ruler and red pen handy.

Do a first check

Look at your printed document to make sure it is set out correctly. You should also read it quickly to see that there are no obvious errors. Read it out aloud. If you read the document out loud you may be able to hear a word that isn't correct.
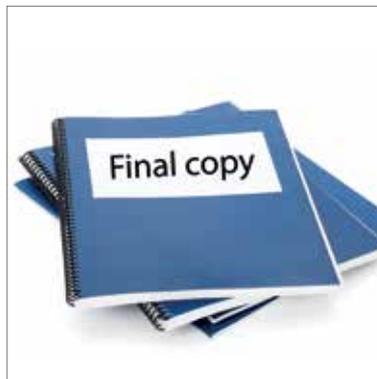
The process for checking the final hard copy is outlined in the following information.

Steps for checking the final hard copy
1.   Put the documents side by side on the desk.
2.   Put the document you are copying on your left and the document you have typed to your right.
3.   Use a ruler to move down the original document line by line.
4.   Keep your place on the document you have typed with the point of your pen.
5.   Mark your corrections.
6.   You may need to read the documents more than once.

Read your work one final time

Now read the document a second time slowly and carefully. Check it against the original document. Make sure any names are correct. Make sure the paragraphs are in the correct place. If you find a mistake, circle it in red ink.

When you have finished checking, make the corrections on the computer copy. Then print out a final copy to give to the person who has given you the task.

Practice task 7

1. Open a document you have already typed. Or, open a new document and type about three sentences.

    *   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 a mistake has been made you can correct the mistake.

    *   Practise using the Delete key and the Backspace key.

2. Choose a short paragraph to copy from a book or newspaper.

    *   Check the spelling and grammar, punctuation and layout.

    *   Make any corrections.

    *   Print out your document.

    *   Go through the proofreading steps listed above. Mark any mistakes with a red pen.

    *   Read your document aloud.

    *   Make the corrections on your computer copy.

    *   Print out your final copy.

Summary

1. Proofreading means checking a document for errors.

2. You need to check for spelling errors, wrong word errors, punctuation errors and incorrect layout on screen.

3. The computer Spelling & Grammar check is useful, but if you have typed another real word by mistake it will not highlight it.

4. After you have checked the document on screen, you should print it.

5. Proofread your printed document against the document you were copying.

6. After proofreading the hard copy, make any corrections on the screen copy then print out the final copy.

Learning checkpoint 3
Check accuracy

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

Part A

1. Using your touch-typing skills, type a paragraph or more from a book.

2. Use the Spelling & Grammar function on your computer to check your spelling and punctuation. How many errors did you make? What kind of errors were they?

3. Read the following passage that Jim typed for Ian. Circle the errors. There are seven of them.

> Global Express has been operatiing for ten years. When thye first started they were a small company with just eight staff. Now they have more than 100 staff. The company started as a printing company doing large-scale photocopying for companies the area. They photocopied menus for restaurants, leaflets for hairdressers and catalogues for toy toy companies. As the printing division grew, they were asked by a lotof clients if they also psted the material. This would save a lot of time and money for companies.

4. What type of errors did Jim make? Read the list of errors below and tick the ones Jim made.

Type of error	Tick if Jim made this type of error
Letter repeated	
Letter left out	
Space left out	
Word repeated	
Extra space typed	
Word left out	
Letters the wrong way around	

Part B

1. Type the following letter:

> 16 End Road
> Milton VIC 3333
>
>
> Dear Mr Ashton
>
> I am writing to let you know that our rates for Express Delivery have changed.
>
> From Tuesday 16 June the delivery charge will be $8.50 for a letter and $15.00 for every parcel under 5 kg.
>
> I am enclosing the new order sheets for you to complete whenever you are using our service.
>
> Thank you for your custom.
>
>
> Yours sincerely
>
> (Jim Jones)

2. Check any errors you have made on screen. Correct them. Then print the letter.

3. Proofread your printed letter against the one above. Read your letter out aloud. Mark any errors in red.

4. Go back to your screen letter. Correct any other errors you found. Print out the final document.