education

Department:
Education
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

## SUBJECT GUIDELINES

# OFFICE DATA PROCESSING

# NQF Level 3

September 2007

# OFFICE DATA PROCESSING

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# INTRODUCTION

## A. What is Office Data Processing?

Office Data Processing is the effective processing and correct display of data in an office environment. Students will learn to collect, analyse and edit data and to manipulate, process and present data in a readable form for society.

## B. Why is Office Data Processing important in the Office Administration programme?

Office Data Processing embraces inclusive education by providing opportunities, alternative methods of instruction and flexible assessment for students who experience barriers to learning.

## C. The link between the Office Data Processing Learning Outcomes and the Critical and Developmental Outcomes

In Office Data Processing, students develop the skill to plan before commencing any work. Students learn to understand and adapt to the social environment by meaningfully interpreting office practices which they will come across in their future lives. They develop logical thought processes so that instead of relying on set rules, they are able to apply basic office principles to new and unfamiliar situations. Students also develop a systematic approach to problem solving. Further, students learn to organise their daily activities responsibly and effectively in different contexts as a personal assistant.

## D. Factors that contribute to achieving the Office Data Processing Learning Outcomes

Students interested in commerce or the business world will benefit from doing Office Data Processing. Also, students who have specific characteristic such as thoroughness, accuracy and orderliness will enjoy this subject. Students will develop self-discipline, confidence, productivity, accuracy, neatness and personal style necessary for office data processing and will understand proficiency in collecting, accessing, capturing and analysing information. Office Data Processing can also lead to entrepreneurial skills and opportunities.

## 1 DURATION AND TUITION TIME

This is a one year instructional programme comprising 200 teaching and learning hours. The subject may be offered on a part-time basis provided all of the assessment requirements are adhered to.

Course preparation should consider students with special education needs.

## 2 SUBJECT LEVEL FOCUS

The general and overall aim of the subject at this level is to equip students with advanced skills related to the concepts of the computer, file management, word processing and information and communication, using Microsoft Office Outlook in order to equip them with the necessary skills to write the ICDL (International Computer Drivers Licence) exam.

## 3 ASSESSMENT REQUIREMENTS

### 3.1 Internal assessment (50 percent)

3.1.1 Theoretical Component

The theoretical component of Office Data Processing will form 10 percent of the internal assessment, with the balance done practically in the computer classroom.

3.1.2 Practical/Application Component

The practical component of Office Data Processing will form 90 percent of the internal assessment.

All practical assessments must be indicated in a Portfolio of Evidence (PoE).

The practical assessment will be done on a computer in a computer classroom.

- **Some examples of practical assessments include, but are not limited to:**

  A. Presentations (lectures, demonstrations, group discussions and activities, practical work, observation, role play, self activity, judging and evaluation)
  B. Use of aids
  C. Exhibitions
  D. Visits
  E. Guest speaker presentations
  F. Research
  G. Structured environment

- **Definition of the term "Structured Environment"**

"Structured environment" for the purposes of assessment refers to an actual or simulated workplace, or workshop environment. It is advised that a practicum room is available on each campus for practical assessment.

- **Evidence in practical assessments**

All evidence pertaining to evaluation of practical work must be reflected in the students' Portfolio of Evidence (PoE). The tools and instruments constructed and used for the purpose of conducting such assessments must be clear from the evidence contained in the PoE.

3.1.3 Processing of internal assessment mark for the year

A year mark out of 100 is calculated by adding the marks of the theoretical component and the practical component of the internal continuous assessment.

3.1.4 Moderation of internal assessment mark

Internal assessment is subjected to both internal and external moderation procedures as contained in the *National Examinations Policy for FET College Programmes*.

### 3.2 External assessment (50 percent)

A national examination on computer is conducted annually in October or /November by means of a paper/s set internally and marked and moderated externally.

Details in respect of external assessment are contained in the *Assessment Guidelines:Office Data Processing* (Level 3).

## 4 WEIGHTED VALUES OF TOPICS

| TOPICS | WEIGHTED VALUE |
|---|---|
| 1. Basic concept of computers | 20% |
| 2. File Management | 20% |
| 3. Word Processing | 40% |
| 4. Information and Communication using Microsoft Outlook | 20% |
| **TOTAL** | **100** |

## 5 CALCULATION OF FINAL MARK

| | | |
|---|---|---|
| Internal assessment: | Student's mark/100 x 50 = a mark out of 50 | (a) |
| Examination mark: | Student's mark/100 x 50 = a mark out of 50 | (b) |
| **Final mark:** | **(a) + (b) = a mark out of 100** | |

All marks are systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, purposes of moderation and verification, as well as for purposes of reporting.

## 6 PASS REQUIREMENTS

The student must obtain at least fifty (50) percent in ICASS and fifty (50) percent in the examination.

## 7 SUBJECT AND LEARNING OUTCOMES

On completion of Office Data Processing Level 3 the student should have covered the following outcomes:

Topic 1: Basic Concepts of Computers
Topic 2: File Management
Topic 3: Word Processing
Topic 4: Information and Communication using Microsoft Outlook

### 7.1 Topic 1: Basic concepts of computers

**7.1.1 Subject Outcome 1:** Introduction to computers

**Learning Outcome**

The student should be able to:

- Understand and explain general computer terms
- Discuss computer hardware
- Understand and explain the use of computer accessories
- Identify and explain the memory and storage capacity of computers
- Demonstrate the use of computer software

**7.1.2 Subject Outcome 2:** Use information technology effectively

**Learning Outcome**

The student should be able to:

- Demonstrate the use of Networks
- Use internet and e-mail software effectively

**7.1.3 Subject Outcome 3:** Use computers effectively in everyday life

**Learning Outcome**

The student should be able to:

- Apply word processing in education and work environments
- Apply computer skills in everyday life
- Work safely with computers
- Protect the work
- Protect the computer

**7.1.4 Subject Outcome 4:** Deal with legal issues

**Learning Outcome**

The student should be able to:

- Understand and explain the concept of copyright
- Understand and explain the principles of the Data Protection Act

## 7.2 Topic 2: File Management

**7.2.1 Subject Outcome 1:** Understand and apply functions

**Learning Outcome**

The student should be able to:

- Use the Help function
- Identify and apply system information and settings

**7.2.2 Subject Outcome 2**: Work with files and folders

**Learning Outcome**

The student should be able to:

- Work effectively with drives, files and folders
- Use Windows Explorer effectively
- Use ‘My Computer’ effectively
- Change views
- Navigate folders

**7.2.3 Subject Outcome 3:** Manage computer files

**Learning Outcome**

The student should be able to:

- Manage files effectively
- Delete and use the Recycle Bin
- Find files
- Use stiffy disks and flash drives

**7.2.4 Subject Outcome 4:** Apply programs and print documents

**Learning Outcome**

The student should be able to:

- Start applications
- Use Microsoft Word effectively
- Use the ‘Print’ function correctly

## 7.3 Topic 3: Word Processing

### 7.3.1 Subject Outcome 1: Introduction to word processing

**Learning Outcome**

The student should be able to:

- Start Microsoft Word
- Apply Microsoft Word options
- Apply the 'Word' Screen
- Enter and delete text
- Use the mouse effectively
- Use the 'Save'; 'Close'; 'Open' and 'New' functions effectively
- Move around between documents
- Select text
- Use the 'Help' function in 'Word'
- Correct mistakes
- Understand and use toolbars effectively
- Use 'Print Preview'
- Print properly

### 7.3.2 Subject Outcome 2: Format text

**Learning Outcome**

The student should be able to:

- Change the appearance of text
- Align text neatly
- Apply special text effects
- Use 'Fields', 'Special Characters' and 'Symbols' effectively
- Apply bullets and numbering correctly
- Customise bullets
- Customise numbers
- Indent text correctly
- Apply borders and shading effectively
- Format 'Painter' in toolbar
- Demonstrate the use of different styles
- Apply hyphenation effectively
- Demonsrate the correct way of automatic page numbering

### 7.3.3 Subject Outcome 3: Work with extensive text

**Learning Outcome**

The student should be able to:

- Move and copy text effectively
- Insert page breaks
- Insert appropriate margins
- Demonstrate different line spacings
- Insert headers and footers
- Insert section breaks
- Insert and use tabs appropriately
- Use 'Spell Check' to correct grammar
- Use 'Go To', 'Find & Replace' effectively

**7.3.4 Subject Outcome 4:** Format tables

**Learning Outcomes:**

The student should be able to:

- Create and edit tables
- Insert ‘Tables and Borders’ toolbar
- Add text to a table
- Select parts of a table
- Insert and delete rows and columns
- Resize rows
- Resize columns
- Move and resize the whole table
- Apply gridlines and borders
- Insert borders
- Apply shading
- Merge and split cells
- Demonstrate effective use of ‘Table AutoFormat’

**7.3.5 Subject Outcome 5:** Demonstrate the use of graphics

**Learning Outcomes:**

The student should be able to:

- Draw shapes
- Format shapes
- Insert 3D shapes
- Add text to shapes
- Add graphics
- Use the ‘Clipart Gallery’
- Change the text wrapping
- Select, move and resize pictures which are in line with the text
- Select, move and resize pictures which are floating over the text
- Customise Clipart

**7.3.6 Subject Outcome 6:** Identify and use software templates

**Learning Outcome**

The student should be able to:

- Demonstrate the use of templates in Microsoft Word

**7.3.7 Subject Outcome 7:** File management

**Learning Outcome**

The student should be able to:

- Save files by using the advanced function
- Search for lost files

**7.3.8 Subject Outcome 8:** Import objects

**Learning Outcomes**

The student should be able to:

- Import Excel worksheets into Microsoft Word
- Import Excel charts into Word

**7.3.9 Subject Outcome 9:** Use ‘Mail Merge’

**Learning Outcomes**

The student should be able to:

- Create a data document
- Create a main document
- Carry out a Mail Merge
- Carry out a Mail Merge to labels
- Apply query options in a Mail Merge
- Demonstrate trouble shooting in Mail Merge
- Insert date and time

## 7.4 Topic 4: Information and communication using Microsoft Outlook

**7.4.1 Subject Outcome 1:** Introduction to the Internet

**Learning Outcome:**

The student should be able to:

- Demonstrate the use of the Internet

**7.4.2 Subject Outcome 2:** Introduction to the World Wide Web

**Learning Outcome:**

The student should be able to:

- Identify and use the Internet Explorer screen
- Use ‘Help’ in Internet Explorer
- Customise the screen
- Demonstrate the use of toolbars
- Access a Web Page
- Browse the World Wide Web

**7.4.3 Subject Outcome 3:** Use ‘Search Engines’

**Learning Outcome:**

The student should be able to:

- Demonstrate the use of different ‘Search Engines’
- Identify and use ‘Search Engine’ tips
- Access ‘Search Engines’ directly
- Narrow a ‘Search’
- Use ‘Yahoo’

**7.4.4 Subject Outcome 4:** View and save web pages

**Learning Outcome:**

The student should be able to:

- View favourite web pages
- Save web pages
- View and save different images on the web pages.

**7.4.5 Subject Outcome 5:** Print documents

**Learning Outcome:**

The student should be able to:

- Use all printing options to print correctly
- Demonstrate the use of Page Setup

**7.4.6 Subject Outcome 6:** Introduction to Microsoft Outlook

**Learning Outcome:**

The student should be able to:

- Open ‘Outlook’
- Use the ‘Outlook’ screen
- Open the ‘Inbox’
- Use ‘Help’ in ‘Outlook’
- Change the view

**7.4.7 Subject Outcome 7**: Work with e-mail

**Learning Outcome**

The student should be able to:

- Create a message
- Receive an e-mail
- Forward and reply to e-mail messages
- Send and receive attachments
- Move and copy text
- Sign e-mail messages
- Check spelling in e-mails

**7.4.8 Subject Outcome 8:** Organise e-mails

**Learning Outcome**

The Student should be able to:

- Organise e-mails
- Delete e-mails
- Find messages

**7.4.9 Subject Outcome 9:** Addresses

**Learning Outcome:**

The student should be able to:

- Organise your emails
- Delete E-mail
- Find Messages

# 8 RESOURCE NEEDS FOR THE TEACHING OF OFFICE DATA PROCESSING - LEVEL 3

## 8.1 Physical resources

The following teaching aids should be made available, if possible:

- **Practicum room: (Simulated room)**
  - A simulated enterprise in which students can gain practical experience within an office environment, with a simulated office environment and essential electronic equipment, e.g. adding machine, cash registers calculators, filing cabinets
  - Computer and data projector to electronically project data must be available to facilitator; or the facilitator must provide students with examples to be completed in practical assignments.
  - The latest developments in electronic equipment must be available.

- **Media centre**
  - Availability of computers and printers for students to complete assignments/case studies and do research.
  - Access to internet for students.
  - Trading magazines, daily newspapers and subject related reference books for research by students.
  - Subject related DVDs/videos
  - List of guest speakers
  - List of website addresses for subject related research.
  - Legislation/Acts for use by lecturers during lessons and by students for research purposes.
  - Research software e.g. Encarta.
  - Stock room to store video/DVD machines, televisions, etc.
  - Security for stock room

- **Class room**
  - Computer and data projector must be available for facilitator to electronically project data for students.
  - Flash disk for facilitator to store information.
  - Presentation program on computer to be used by facilitator.
  - White board, black board and pull down screen.
  - Desks big enough for students to work on.
  - 30 Computers per group with the latest word processing programme to do the practical subject Office Data Processing.
  - Latest Audio typing machines.

## 8.2 Human resources

- **Lecturer/facilitator**
  - Applicable 3 year diploma; or
  - Applicable 4 year degree; and/ or
  - Diploma/degree in education
  - Declared competence as assessor and/or moderator
  - Training in OBE
  - Computer knowledge and skills

## 8.3 Other Resources

- Text books
- Lever arch file to serve as portfolio of evidence for each student
- Subscription fees for Internet, industry magazines, newspapers.
- Computer disk for each student.