

Business Services Training

Unit of Competency

Develop Keyboarding Speed and Accuracy
BSBITU307A

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop keyboard skills with speed and accuracy using touch typing techniques.

Employability Skills

This unit contains employability skills.

Application of the Unit

This unit applies to individuals who work in a range of environments and are required to enter text and data with speed and accuracy. On successful completion of this unit, individuals must be assessed in accordance with the current version of AS 2708: 2001 and issued with a speed statement.

Unit Sector

Information and Communications Technology – IT Use

**SUITABLE
FOR
BSBITU307**

Develop Keyboarding Speed and Accuracy

This book supports and BSBITU307A Develop Keyboarding Speed and Accuracy in the Business Services Training Package.

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Performance Criteria

Unit Competencies

Competency Element Elements describe the essential outcomes of a unit of competency.	Performance Criteria Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1 Use safe work practices	1.1 Adjust workspace, furniture and equipment to suit <i>ergonomic requirements</i> of the user 1.2 Ensure <i>work organisation</i> meets organisational and occupational health and safety (OHS) requirements for computer operation
2 Identify and develop keyboard skills	2.1 Identify and apply keyboard functions for both alpha or numeric keyboard functions 2.2 Apply <i>touch typing technique</i> to complete tasks 2.3 Develop <i>speed and accuracy</i> in accordance with workplace requirements for level of responsibility
3 Check accuracy	3.1 Proofread document carefully to identify errors 3.2 Amend document, ensure errors are corrected and complete a final accuracy check

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

These skills must be assessed as part of this unit	keyboarding skills to enter text and numerical data literacy skills to read, proofread and edit documents numeracy skills to collate and present data, graphs and annotated references
This knowledge must be assessed as part of this unit	key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> ▪ privacy laws ▪ copyright ▪ OHS

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Ergonomic requirements</i> may include:	avoiding radiation from computer screens chair height, seat and back adjustment document holder footrest keyboard and mouse position lighting noise minimisation posture screen position workstation height and layout
<i>Work organisation</i> may include:	exercise breaks mix of repetitive and other activities rest periods visual display unit (VDU) eye testing
<i>Touch typing technique</i> may vary according to:	level of competency of operator workplace requirements
<i>Speed and accuracy</i> must be:	consistent with degree of experience of operator relevant to level of responsibility

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

<p>Critical aspects for assessment and evidence required to demonstrate competency</p>	<p>Evidence of the following is essential: producing word processed documents typing with 98% accuracy assessed under test conditions in line with the current version of AS 2708:2001 Keyboarding speed tests knowledge of relevant legislation</p>
<p>Context of and specific resources for assessment</p>	<p>Assessment must ensure: access to office equipment and resources access to samples of word processed documents and organisational style guides that it is in accordance with the current version of AS 2708:2001 Keyboarding speed tests, which specifies the test material, the equipment, the environment and how to conduct and score the test that a speed statement be issued to individuals assessed as competent against the unit</p>
<p>Method of assessment</p>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate review of outcomes of keyboarding speed tests review of documents for accuracy demonstration of techniques Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example word processing units other units that include requirements to enter text or numerical data</p>

Workstation Exercises

During a rest break and at regular intervals try some of the following stretches or exercises:



Chin Tucks
Gently tuck your chin in towards your neck. Hold this pose for about 10 seconds. Repeat several times. (As if you were nodding “yes” slowly).



Head Turn
Gently turn your head to the left. Hold the pose for about 10 seconds. Repeat the pose to the right. Do this several times. (As if you were shaking “no” slowly).



Shoulder Rotations
Gently roll your right shoulder three times forwards and then backwards. Repeat with the left shoulder. Do both shoulders together.



Arm Stretch
Interlace your fingers in front of your body. Gently raise your arms above your head with your palms facing the ceiling. Hold this pose for 10 seconds and repeat a couple of times.



Arm Stretch
① Raise your right arm and place your right hand between your shoulder blades.



② Place your left hand on your right elbow. Apply gentle pressure to stretch your right arm. Hold this pose for 10 seconds then change arms. Repeat a few times.

Eye exercises



Keeping your head still look to the left.



Keeping your head still look to the right.

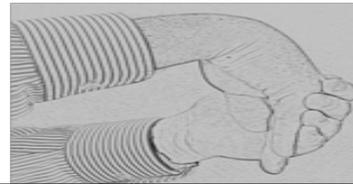


Focus on a distant object for about 10 seconds.

Hand exercises



Keep Elbows straight. Gently press fingers towards you. Repeat 3 times and change hands



Keep elbows straight. Gently bend hand downwards towards the floor; slowly roll fingers into a fist. Repeat 3 times and change hands



Exercise 2: Your responsibility

1

What can you do to minimise the risk of getting OOS?

2	<p>Describe a healthy and safe workstation (include equipment in your answer)</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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Activity 3: Ergonomic review

Copy and use the checklist below to continually review your habits and environment to help in managing your health and safety in the workplace. Make notes of areas that you think can be improved.

Workstation Checklist

Chair adjusted (back & height)		Monitor adjusted	
Footrest (if needed)		Keyboard position	
Desk (right height)		Mouse and mouse pad	
Lighting appropriate		Document Holder	
Noise		Printer Noise	
Air Flow		Photocopier	
Regular rest breaks taken		Exercises carried out frequently	

SHIFT KEY AND CAPS LOCK

If you wish to key **one** capital letter (letter in upper case) the **Shift Key** is used

If you wish to key a **block** of capitals, the **CAPS LOCK** is used. Turn the Caps Lock off when capitals/upper case is no longer needed.

If the Shift Key is used with the Caps Lock on, a lower case letter results

For convenience and speed, the **left** shift key is used if a letter is keyed with the **right** hand. The **right** shift key is used in conjunction with a letter keyed with the **left** hand.

The shift key is also used to key the sign listed at the top half of a particular key.

Practice

Ted ate a Salad, Des eats Seeds; The fat ass eats grass; Ned reads; Rasta Neal Lena;

Ken Jean Kate Fred Len Dan, Dean Jen Jane Dane Alan Allan Allen; Jed Stan Jess;

Kent Lent Rae Dad Edna Anne Sandra

Santa had a feast; He ran east; The hen sat; Eggs are great; Denese tastes dates;

She gets leeks; Talk sense; Greet her, As neat as; Green as grass, Sad Dad; Add terns;

SEND TED, TALK FEST, EAT JAFFAS, GET ALFALFA, FADED JEANS, FRED LET JANE READ;

TEASE ANNA, HALF FLASK, HATS, DESKS, GRASS, SEALS FEEL, TANGLE DANGLES;

The JET needs a TANK; TED has TEASED Rae; Talk LENDS sense; JEANS are NEAT;

Lena eats STEAK, SEEDS, DATES; He LEANS, She LANDS; Glare GEAR, Learns FENDERS

I and O

kik lol kilo loik; kill killing kills killed, like likes liking liked, kohl, soak soaks soaked soaking;

aid aids aided aiding, sid sids side sides siding sided aside said, rode road roads rood;

oak oaks, did kid kidding kids, rid ride riding rides, hide hiding hid hides, sod god rod;

Todd nod node nodes nodded nods, fist frost fists frosts frosted frosting, Don din dine;

fill fills filled filling, fool fooled fools fooling, fall fell fill foll, file files filed filing;
tilt tilts tilted tilting, site sites siting sitting sit sits sat set sets setting, kiss kissed kissing;
tide tides tied toad toads, sniff sniffs, sink sinking sinks sank stink stank stinking;
hire hired hires hiring shire shires, loan loans loaned loaning, tore tire torn horn shorn;

took look looks looked looking, sook rook rooks hook hooks hooked hooking hooker;
nook nooks, ode odes, food goad goads gore gores goring gorge gorges gorging;
Lorne gorilla gorillas adenoid adhere adhered adhering adhesion adherent;
goal goals adjoin aerial aerials aerate aerial ideal ideals idealise idealised idealising;

ideate ideated ideating idle idles idler idlest idled sidled if off igloo igloos;
idol idolise idolised idolising idiot idiots ignite ignited ignites igniting ignition ignorant;
ignore ignores ilk ill sill dill Jill ail ailing ale ales hill hills hillside illness illnesses illegal;
literate illiterate inadvertent inane indeed indent indents indented indentation;

indifferent indigent indigestion indignation indignant indigo indigos indoor indoors;
irk iron irons ironed ironing irrational irrefragible irrigate irrigates irrigated irrigation;
ion iota irate ire iris irises irritable irritate irritates irritated irritation itinerant itinerants;
itself island islands islander islanders isle isles isolate isolates isolated isolation;

iterate iterated iteration soar soars soared soaring horse horses roar roared roars;
oar oars oasis oases oat oats oath oaths odd odds oestrogen offal offend offends;
offer offers offered offering offhand offset offsetting offshoot offside offside often;
ogle ogled ogling ogre oh oil oils oiled oiling oilskin okra old older oldest onion onions;

onlooker onlookers onset onshore onside oodles oral orange oranges orator oration;
ordain ordained ordaining ordeal order orders ordered ordering ordinal oregano;
organisation organisations organise organisational organised organising;

organ organs organdie orient oriental orientate orientates orientated orientation;
onto orienteering origin origins original originals onion orlon ornate ostentation;
osteoarthritis other others otter otters

2.3 Develop *speed and accuracy*

*“Develop **speed and accuracy** in accordance with workplace requirements for level of responsibility.”*

We measure keyboarding speed in words per minute. In order to do this we must base our calculation on a *standard* word. It has been established that a standard word is five (5) characters/strokes, so for the purposes of calculation it is necessary to count the number of characters/strokes including spacing and punctuation.

To calculate your speed:

1. Calculate the number of characters/strokes keyed. Most speed tests will be set out with numbers of characters/strokes at the end of each line. Use the number at the end of the line nearest to the position where you finished keying. Add or subtract extra characters/strokes.
2. Divide this number by 5 to give you the number of standard words.
3. Divide by the number of minutes that you typed. An Australian Standard Keyboarding Test is set at 5 minutes. In this case, you would divide by 5. This gives you **words per minute**.
4. Mark any errors made. This will allow you to calculate your percentage accuracy. The Australian Standard states that this must be at least 98%.
5. Using the following equation, and rounding to one decimal place, calculate this percentage:

$$\text{Percentage Accuracy} = \frac{\text{standard words} - \text{errors}}{\text{standard words}} \times 100$$

For example, if you have 250 words with 3 errors, your calculation would be:

250-3 (247) divided by 250 and multiplied by 100 which gives 98.8%

The Australian Standard™ AS 2708-2001 is obtainable from Standards Australia. This specifies the uniform testing regulations for test conduct, marking, counting errors and comparison of the individual keyboarding speeds.

Remember that you only have a 2% margin for error. The following list will give some idea of why you make errors:

Problem	Resulting Error		
	Extra Keys	Missed Keys	Wrong keys
Heavy touch	X		
Long Fingernails	X		

Holding key for too long	X		
Keying too slowly	X		
Poor lighting	X	X	X
Wrists resting on computer/desk	X		
Reading too far ahead		X	
Keying too quickly		X	
Taking eyes off copy		X	X
Tiredness			X
Tension			X
Not keeping fingers on home row			X
Body not centred on keyboard			X
Wrong fingering			X

Exercise 11 – Pacing Exercises

Timings should be taken for 12 seconds. Count up the number of letters and spaces keyed. If you keyed 10 letters/spaces you are keying at 10 wpm. Gradually build up speed by keying longer sentences. Each of these is one stroke longer.

Group One

I was mad.	10
He was sad.	11
He was here.	12
Jo will hide.	13
Lara was near.	14
Toads are ugly.	15
Crows are pests.	16
A parrot squeals.	17
Autumn was coming.	18
Offer her the work.	19
Kites are expensive.	20
Rains came yesterday.	21
His words were wasted.	22
I store my goods there.	23
Order four green towels.	24
Big storm are coming too.	25
He will do that if we ask.	26
Here are the eight flowers.	27
The forecast is for showers.	28
I looked after their welfare.	29
Billy saw the dog at her door.	30
Last week we made new curtains.	31
The rotating ball is underneath.	32
You can point to some menu items.	33
Blue skies are much more pleasant.	34
The mouse moves around the surface.	35

There is an icon of a printer there.	36
It is much quicker and easier to use.	37
You need a lot of practice to do that.	38
We shall send a message to the manager.	39
You may want something else to practice.	40
It can be a little hard at the beginning.	41
The mouse movements take place of commands.	43
We shall send the documents via the printer.	44
The computer has a very long cable to connect.	45
Group Two	
Go on now.	10
Go to town.	11
She will go.	12
We need food.	13
It was frosty.	14
She is no good.	15
Anna likes cats.	16
Winter is chilly.	17
The child is gone.	18
The pot plant fell.	19
The answer is wrong.	20
Fashions change soon.	21
The ocean is too calm.	22
Mild weather continues.	23
This was a strange tale.	24
Iceland is a great place.	25
Australia is your country.	26
Rainfall has been moderate.	27
The grand finals start soon.	28
The flowers were in the vase.	29
Smog is around the cities now.	30
A storm warning is a big issue.	31

Continuous Assessment against Unit Competencies

Competency Element	Performance Criteria	Relevant Exercises	<input checked="" type="checkbox"/>
1 Use safe work practices	1.1 Adjust workspace, furniture and equipment to suit ergonomic requirements of the user		<input type="checkbox"/>
	1.2 Ensure work organisation meets organisational and occupational health and safety (OHS) requirements for computer operation	Activity 1: Review work environment Exercise 2: Your responsibility Activity 3: Ergonomic review	<input type="checkbox"/>
2 Identify and develop keyboard skills	2.1 Identify and apply keyboard functions for both alpha or numeric keyboard functions		<input type="checkbox"/>
	2.2 Apply touch typing technique to complete tasks	Exercise 4 – Letter exercises Exercise 5 – Revision Exercises Exercise 6 – Individual Letter Sentences Exercise 7 – Alphabetic Sentences Exercise 8 – Short Words Exercise 9 – Drills with Reversed Words Exercise 10 – Confused Letters	<input type="checkbox"/>
	2.3 Develop speed and accuracy in accordance with workplace requirements for level of responsibility	Exercise 11 – Pacing Exercises	<input type="checkbox"/>
3 Check accuracy	3.1 Proofread document carefully to identify errors		<input type="checkbox"/>
	3.2 Amend document, ensure errors are corrected and complete a final accuracy check	Exercise 12 – Proofreading Exercise 13 – Proofreading Exercise 14 – Proofreading Exercise 15 – Proofreading Exercise 16 – Proofreading	<input type="checkbox"/>

Continuous Assessment against Required Skills and Knowledge

The following essential skills and knowledge must be met for this unit.

Skills	<input checked="" type="checkbox"/>	Supporting Evidence
keyboarding skills to enter text and numerical data	<input type="checkbox"/>	
literacy skills to read, proofread and edit documents	<input type="checkbox"/>	
numeracy skills to collate and present data, graphs and annotated references.	<input type="checkbox"/>	

Knowledge	<input checked="" type="checkbox"/>	Supporting Evidence
key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> ▪ privacy laws ▪ copyright ▪ OHS. 	<input type="checkbox"/>	

BSB

Business Services Training

Package Supplement

This workbook can be used by learners completing a qualification in the BSB Business Services Training Package.

BSBITU307 Develop keyboarding speed and accuracy

Application

This unit describes the skills and knowledge required to develop keyboard skills with speed and accuracy using touch-typing techniques.

It applies to individuals who work in a range of environments and are required to enter text and data with speed and accuracy. They may work as individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own word processed documents.

On successful completion of this unit, individuals must be assessed in accordance with the current version of AS 2708: 2001 and issued with a speed statement.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Use

Elements and Performance Criteria

This learner guide is structured according to the Performance Criteria for the Unit of Competence. Each major heading represents a performance criterion. All content under that heading relate to that competency.

ELEMENT	PERFORMANCE CRITERIA	How will the evidence be gathered?
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>	
1 Use safe work practices	1.1 Adjust workspace, furniture and equipment to suit ergonomic requirements	Activity 1: Review work environment Exercise 2: Your responsibility Activity 3: Ergonomic review
	1.2 Ensure work meets organisational and work health and safety (WHS) requirements for computer operation	Activity 1: Review work environment Exercise 2: Your responsibility Activity 3: Ergonomic review
2 Identify and develop keyboard skills	2.1 Identify and apply keyboard functions for both alpha and numeric strokes	Exercise 4 – Letter exercises
	2.2 Apply touch-typing technique to complete tasks	Exercise 4 – Letter exercises Exercise 5 – Revision Exercises Exercise 6 – Individual Letter Sentences Exercise 7 – Alphabetic Sentences Exercise 8 – Short Words Exercise 9 – Drills with Reversed Words Exercise 10 – Confused Letters Test 1 Test 2
	2.3 Develop speed and accuracy in accordance with workplace requirements for level of responsibility	Exercise 11 – Pacing Exercises Test 1 Test 2
3 Check accuracy	3.1 Proofread document carefully to identify errors	Exercise 12 – Proofreading Exercise 13 – Proofreading Exercise 14 – Proofreading Exercise 15 – Proofreading Exercise 16 – Proofreading
	3.2 Amend document, correct errors and complete a final accuracy check	Exercise 12 – Proofreading Exercise 13 – Proofreading Exercise 14 – Proofreading Exercise 15 – Proofreading Exercise 16 – Proofreading

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description	Learner guide page reference
Reading	2.3, 3.1, 3.2	<ul style="list-style-type: none"> Reviews information to be typed and recognises variations and inconsistencies with spelling and format 	Throughout learner guide
Writing	2.2, 2.3, 3.2	<ul style="list-style-type: none"> Types numerical and textual information following a simple and defined format 	Throughout learner guide
Navigate the world of work	1.1, 1.2, 2.3,	<ul style="list-style-type: none"> Recognises and adheres to legislative and organisational requirements and meets expectations associated with own role 	6–16
Get the work done	2.1-2.3, 3.1, 3.2	<ul style="list-style-type: none"> Utilises a broad range of features and functions within applications in performing routine and complex tasks 	Throughout learner guide

Assessment requirements v1.1

Performance Evidence

Evidence of the ability to:	Exercises and assessment tasks
<ul style="list-style-type: none"> develop keyboard speed and accuracy in accordance with workplace requirements 	Exercises 4, 5, 11–16 Tests 1 and 2
<ul style="list-style-type: none"> apply ergonomic and work health and safety requirements 	Exercises 1 and 2 Activity 3
<ul style="list-style-type: none"> accurately proofread documents. 	Exercises 12–16

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:	Exercises and assessment tasks
<ul style="list-style-type: none"> outline key provisions of work health and safety (WHS) legislation that impact developing keyboard skills 	Exercises 1 and 2 Activity 3
<ul style="list-style-type: none"> outline ergonomic requirements applicable to developing keyboard skills. 	Exercises 1 and 2 Activity 3