WORD PROCESSING AND BUSINESS COMMUNICATION (ENGLISH)

AIMS

The general aim of the course is to promote candidates' development in the intellectual, communicative, social and moral, and aesthetic spheres through the learning of word processing and business communication. It aims to prepare confident and responsible individuals equally equipped for further education and for future career development.

The specific aims are to enable candidates:

1. to develop knowledge, skills and understanding of word processing competencies in the context of a fast changing, technological business world;
2. to foster the ability to communicate effectively through the understanding and application of the communication conventions in the business environment; and
3. to cultivate a positive work attitude with continuous efforts of making reflections and improvements regarding themselves, their work as well as the society at large.

OBJECTIVES

The objectives of the examination are to test the candidates':

1. ability to compose routine business communications using the correct tone and vocabulary appropriate to given situations;
2. ability to produce business documents of mailable standard through the application of word processing software;
3. knowledge of health and safety concerns over work environment and procedures; and
4. awareness of exercising ethical judgement in performing tasks in the business environment.

THE EXAMINATION

There will be one paper of 2½ hours' duration. The paper will consist of 4 compulsory tasks. Answers to all tasks should demonstrate the use of appropriate word processing techniques and will be assessed for content, language and layout. Where appropriate, non-standard abbreviations should be typed in full.

Candidates are expected to work with a computer connected to a printer and loaded with word processing software. Candidates should check with their own school for the provision of the necessary facilities. The word processing software to be used must be indicated on both the entry forms and the answer script folders. Candidates' scripts will normally be marked according to the printouts only, although the floppy disks will also be collected.

THE SYLLABUS

Topics are listed below to indicate the scope of the syllabus, rather than a learning or teaching sequence. Integration of word processing and business communication is assumed throughout.

Topics	*Explanatory Notes*
SECTION A BASIC CONCEPTS	
1. Business Communication	
1.1 Definition of communication	
1.2 The communication process	a. conception of ideas and a decision to communicate b. encoding of messages c. transmission of messages d. decoding of messages e. interpretation of implicit/explicit ideas f. feedback
1.3 Communication in business setting	
1.4 Media of business communication	e.g. telephone, fax and e-mail

Topics	*Explanatory Notes*
2. Word Processing	
2.1 Definition of word processing	
2.2 The process of word processing operations	a. input b. process c. output d. storage
2.3 Description of common devices and their functions in facilitating the word processing process	a. hardware and software b. commonly used word processing software packages
3. The Relationship between Business Communication and Word Processing	
3.1 Contributions of word processing to business communication	– word processing as a tool to enhance the effectiveness of business communication
3.2 Word processing software packages commonly used in business	
3.3 Applications of word processing in business communication	a. written form e.g. letters, reports, memoranda, agendas and minutes of meetings, notices and forms b. visual form e.g. charts, graphs and art objects

Topics	*Explanatory Notes*
3.4 Qualities of word processor users (e.g. typists, secretaries, clerks and administrators/ managers)	a. knowledge of word processing techniques and the language used in business communication b. organisation power c. dedication d. aesthetic sense e. team spirit f. safety concern
4. Preliminary Considerations for Computer Users	
4.1 Health and safety concerns	a. ergonomically designed workplace i. the hardware ii. the furniture iii. the environment iv. other equipment e.g. screen filter and copy stand b. health guide to users e.g. correct posture and rest pauses c. proper handling of computer equipment
4.2 Environmental considerations	a. recycle unwanted printouts b. use recycled paper c. conserve the use of paper d. conserve energy
4.3 Ethical considerations	a. copyright and piracy b. data privacy c. computer virus: prevention, detection and cleaning

Topics	*Explanatory Notes*
SECTION B BASIC COMPUTER KEYBOARD MASTERY	
1. Keys and Locks	a. standard keyboard b. numeric keypad c. cursor control keys d. status indicators
2. Keyboard Mastery	a. correct fingering b. striking techniques
SECTION C BUSINESS COMMUNICATION	
1. Types of Business Communication	
1.1 Verbal	a. oral e.g. meetings and tele-conferencing b. written e.g. business letters, reports and memoranda
1.2 Non-verbal	a. body language e.g. eye contact, posture and gesture b. voice e.g. rate, volume and pitch
1.3 Visual	a. pictures e.g. graphs and charts b. numbers e.g. tables
2. General Principles of Effective Business Communication	a. clarity, courtesy, conciseness, completeness, concreteness b. the importance of two-way communication

Topics	*Explanatory Notes*
3. Important Considerations for Written Business Communication	
3.1 Purpose of the writing	
3.2 Intended reader(s) of the writing	
3.3 Appropriacy of language and style	
4. Types of Written Business Communication	
4.1 Letters	(a) uses
4.1.1 Trade enquiries and replies	(b) components
4.1.2 Sales letters	(c) language use
4.1.3 Letters of complaint and adjustment	i. useful expressions
4.1.4 Collection letters	ii. tone
4.1.5 Application for employment	(d) presentation styles
	i. layout
4.2 Memoranda	ii. punctuation style
	iii. importance of consistency
4.3 Meeting documentation	*[Notes (a) to (d) apply to all the topics listed in 4.1 to 4.4]*
4.3.1 Notices	
4.3.2 Agendas	
4.3.3 Minutes	
4.4 Other business documents	
4.4.1 Reports	
4.4.2 Forms	
4.4.3 Advertisements	

Topics	*Explanatory Notes*
SECTION D WORD PROCESSING TECHNIQUES AND SKILLS	
1. Disk and File Management	a. the meaning and the purpose of disk and file management b. specify file name, drive and directory/folder c. format and copy a disk d. open, move, copy, rename, delete, search and backup a file or a group of files
2. Creating and Saving Documents	a. the components of a word processing software screen b. cursor position and insertion point c. create a document d. input data from handwritten and typewritten drafts e. save a document f. retrieve a document g. document view and zoom modes h. concept of the 'Wrap' feature in word processing operations i. page setup specifications e.g. paper size, margins and orientation
3. Editing Documents	a. the meaning and the purpose of text editing b. insert and overwrite mode c. common text editing utilities e.g. spell check and thesaurus d. editing operations e.g. search, replace, copy, move and delete e. sort text in a specified order f. pagination g. undo and redo edits h. correction signs and abbreviations

Topics	*Explanatory Notes*
4. Printing Documents	a. print specifications b. print preview and document modifications for aesthetic appeal
5. Font Formatting	a. the meaning and the purpose of font formatting b. font formatting attributes e.g. size, style and colour
6. Paragraph Formatting	a. the meaning and the purpose of paragraph formatting b. paragraph formatting attributes e.g. alignment, indentation and line spacing
7. Bulleted and Numbered Lists	a. uses of lists b. create and delete bulleted and numbered lists – single and multi-level c. format lists
8. Tabs	a. uses of tabs b. set and clear different types of tabs c. format tabs
9. Tables	a. uses of tables b. create and delete tables c. insert and delete columns, rows and cells d. select table headings e. split tables f. format tables e.g. border and shade, width and height, and centring a table between margins

Topics	*Explanatory Notes*
10. Columns	a. uses of columns b. insert and delete column breaks c. format columns
11. Headers and Footers	a. uses of headers and footers b. insert and delete items of information in headers and footers
12. Footnotes	a. uses of footnotes b. insert and delete footnotes
13. Objects	a. uses b. basic techniques in inserting and formatting objects e.g. pictures, charts and text boxes
14. Mail Merge	a. the concept, uses and applications of mail merge b. the process of mail merge i. create and edit standard document ii. create and edit a data file iii. insert merge fields into standard document iv. merge and print documents using selected data from the data file c. create and print envelopes and labels