

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

1.3 Communication in business setting

1.4 Media of business communication

- 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

e.g. telephone, fax and e-mail

<i>Topics</i>	<i>Explanatory Notes</i>
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

3.4 Qualities of word processor users
(e.g. typists, secretaries, clerks and administrators/
managers)

4. Preliminary Considerations for Computer Users

4.1 Health and safety concerns

4.2 Environmental considerations

4.3 Ethical considerations

Explanatory Notes

- 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

- 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

- a. recycle unwanted printouts
- b. use recycled paper
- c. conserve the use of paper
- d. conserve energy

- 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

- 4.1.1 Trade enquiries and replies
- 4.1.2 Sales letters
- 4.1.3 Letters of complaint and adjustment
- 4.1.4 Collection letters
- 4.1.5 Application for employment

4.2 Memoranda

4.3 Meeting documentation

- 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

- (a) uses
- (b) components
- (c) language use
 - i. useful expressions
 - ii. tone
- (d) presentation styles
 - i. layout
 - ii. punctuation style
 - iii. importance of consistency

[Notes (a) to (d) apply to all the topics listed in 4.1 to 4.4]

*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

4. Printing Documents
5. Font Formatting
6. Paragraph Formatting
7. Bulleted and Numbered Lists
8. Tabs
9. Tables

Explanatory Notes

- a. print specifications
- b. print preview and document modifications for aesthetic appeal
- a. the meaning and the purpose of font formatting
- b. font formatting attributes e.g. size, style and colour
- a. the meaning and the purpose of paragraph formatting
- b. paragraph formatting attributes e.g. alignment, indentation and line spacing
- a. uses of lists
- b. create and delete bulleted and numbered lists – single and multi-level
- c. format lists
- a. uses of tabs
- b. set and clear different types of tabs
- c. format tabs
- 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

10. Columns

11. Headers and Footers

12. Footnotes

13. Objects

14. Mail Merge

Explanatory Notes

- a. uses of columns
 - b. insert and delete column breaks
 - c. format columns
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- a. uses of headers and footers
 - b. insert and delete items of information in headers and footers
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- a. uses of footnotes
 - b. insert and delete footnotes
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- a. uses
 - b. basic techniques in inserting and formatting objects e.g. pictures, charts and text boxes
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- 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