

Student workbook

BSBITU112

Develop keyboard skills

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**TAFE NSW would like to pay our respect and acknowledge Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respect to the Elders, both past and present of all Nations.**

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# Icon legends

| Icons | Descriptions |
| --- | --- |
|  | **Practice activity**  Learning activities are the tasks and exercises that assist you in gaining a clear understanding of the content in this workbook. It is important for you to undertake these activities, as they will enhance your learning.  Activities can be used to prepare you for assessments. Refer to the assessments before you commence so that you are aware which activities will assist you in completing your assessments. |
|  | **Collaboration**  Whether you discuss your learning in an online forum or in a face-to-face environment discussions allow you to create and consolidate new meaningful knowledge. |
|  | **Self-check**  A self-check is an activity that allows you to assess your own learning progress. It is an opportunity to determine the levels of your learning and to identify areas for improvement. |
|  | **Readings (Required and suggested)**  The required reading is referred to throughout this Student workbook. You will need the required text for readings and activities.  The suggested reading is quoted in the Student workbook, however you do not need a copy of this text to complete the learning. The suggested reading provides supplementary information that may assist you in completing the unit. |

Topic 1

Use safe   
work practices

# Topic 1: Use safe work practices

In this topic, you will learn to:

* adjust your environment to make sure you are safe at work
* use correct ergonomic practices.

## Make sure your work environment is safe

Ensuring there is a safe work environment is every employee’s responsibility. To make sure you are safe at work, you may need adjust your surroundings.

### Lighting

* Reduce glare, decorate rooms in pastel shades.
* Use blinds to prevent strong sunlight entering the room.
* Position your workstations away from windows to avoid reflections.
* Use combination of natural and fluorescent lighting.

### Room temperature and ventilation

* Maintain good ventilation in the office where you work.
* Make sure there is plenty of air flow around office equipment.

### Health problems

* Avoid **O**ccupational **O**veruse **S**yndrome (**OOS**) and **R**epetitive **S**train **I**njury (**RSI**)—a range of conditions related to work injury, characterised by fatigue, aches and pain in the muscles, tendons and soft tissues.
* The risk factors for OOS or RSI are:
  + Poor planning for VDU work (Visual Display Unit or monitor).
  + Poor work organisation.
  + Inappropriate selection of computer hardware and software.
  + Inappropriate selection of office furniture.
  + Inappropriate VDU environment.
  + Poor workstation layout.
  + Lack of education, training and skills.

### Work breaks

* Take a 10 minute break away from workstations every hour you work.
* Do simple exercises during your break.
* Vary your tasks e.g. filing, phone calls, etc.

## Use correct ergonomic practices

To make sure you are healthy and safe while sitting at a computer, you need to use correct ergonomic practices, which includes sitting correctly.

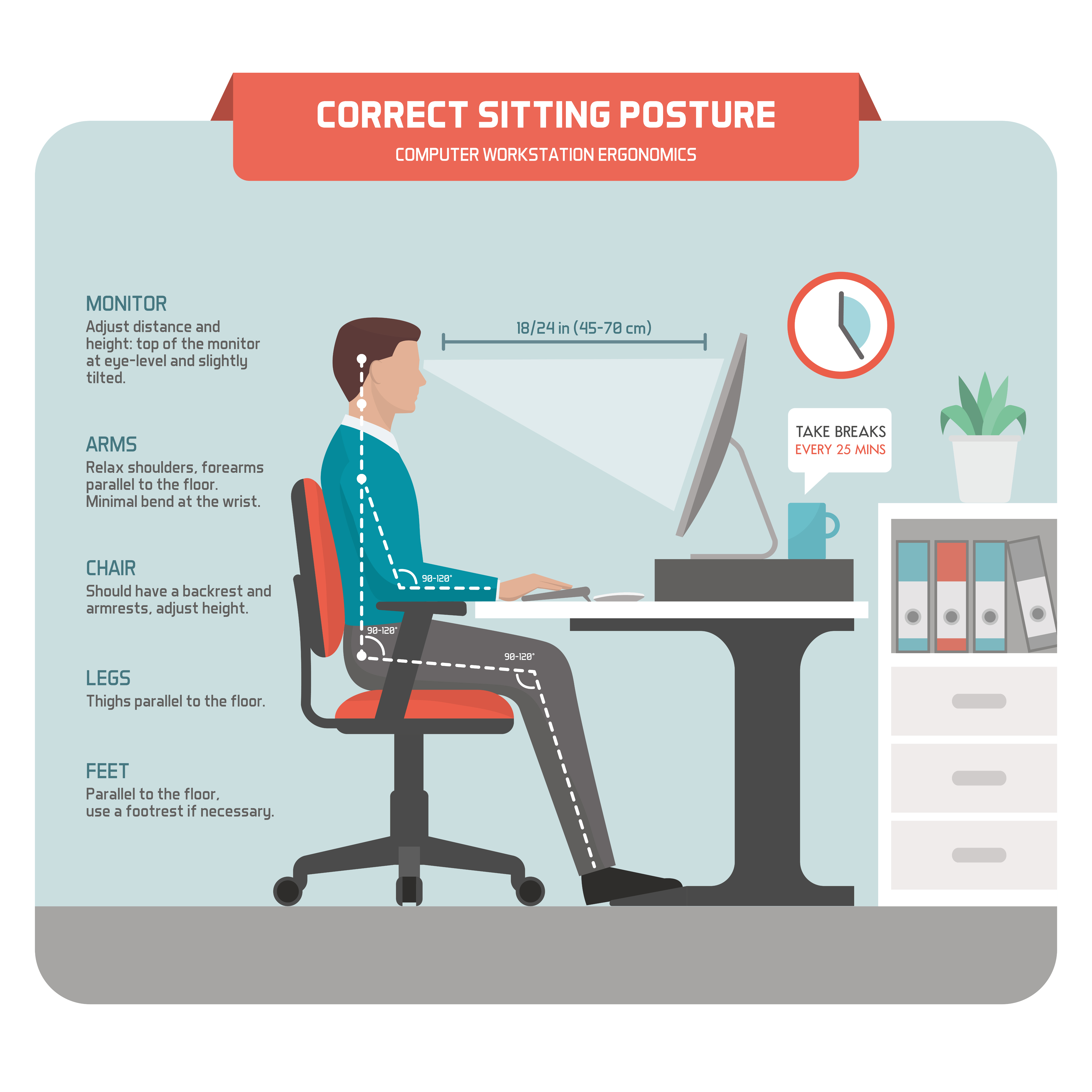


Figure Correct sitting posture

* Monitor – adjust the distance and height: top of the monitor should be at eye-level and slightly tilted.
* Eye distance – your eyes must be between 45 - 70 cm from the screen.
* Arms – relax your shoulders and keep forearms parallel to the floor. There should be minimal bend at the wrist.
* Chair – should have a backrest and armrest, you may need to adjust chair height.
* Legs – thighs should be parallel to the floor.
* Feet – should be parallel to the floor, use a footrest if necessary.

**Remember to take a break from your computer every 25 minutes.**

## Complete regular exercises

If you are working on a computer for long periods, it’s important you exercise regularly to make sure you are safe and healthy. You need to take care of your eyes, hands, wrists, shoulders, neck, and back.

### Blink eyes

* Shut eyes for three seconds.
* Do this five times.

### Looking at screen

* Look away for five seconds.
* Look at the screen for three seconds.
* Do this three times.

### Hand stretch

* Drop arm.
* Clench fists for one second.
* Relax.
* Stretch fingers for three seconds.
* Do this five times.

### Forward wrist stretch

* Keep your left elbow straight and in front of you at shoulder height.
* Bend your left hand down and towards you with your right hand just below the wrist.
* Hold this for 10 seconds—three times for each arm.

### Shoulder shrug

* Keep your arms by your sides.
* Lift your shoulders upwards for one second.
* Move your shoulders backwards for one second.
* Relax shoulders for one second.
* Do this 10 times.

### Chin tuck

* Pull your chin in.
* Hold for two seconds.
* Release.
* Do this 10 times.

### Neck stretch

* Put your right hand under your right thigh.
* Put your left hand on your right ear.
* Gently pull your head to the left and slightly forward.
* Hold for 10 seconds.
* Do this three times each side.

### Reaching

* Hold your hands above your head.
* Reach up with the palms of your hands upwards.
* Hold for 10 seconds.
* Do this three times.

### Lower back stretch

* Stand with your feet slightly apart.
* Put your hands in the small of your back.
* Bend backwards with your knees straight.
* Hold for seconds.
* Do this 10 times.

|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

Watch the Youtube video [Ergonomic Exercises for Computer Users](https://www.youtube.com/watch?v=lyeBId10c2Y) and try some of the exercises yourself. Bring your favourite exercise to class to demonstrate to your peers.

Topic 2

Organisational   
requirements

# Topic 2: Organisational requirements

In this topic, you’ll learn about a common standard for keyboarding. The two most important measures are accuracy and speed.

## Organisational standards for keyboarding

Each organisation may have its own standard requirements when it comes to keyboarding. The commonly accepted standard is a minimum of 98% accuracy when typing documents and communication.

### Achieving accuracy

It is important to ensure that the documents you produce are free from typing errors. A document with typing errors can:

* make you and the organisation look unprofessional
* make it difficult for the readers to understand what you mean.

To ensure that we are meeting accuracy requirements we can use the following strategies:

* proofreading documents ourselves
* giving documents to a colleague to proofread
* use in-built spellcheck functions.

### Typing speed

Some organisations such as the police force will have a minimum requirement for typing speed. For this unit, there is no speed requirement.

Topic 3

Learning to   
touch type

# Topic 3: Learning to touch type

In this topic, you will learn about types of keyboards, the tools you can use as well as how to touch type.

## Types of keyboards

These days, keyboards come in all shapes and sizes. You may use a desktop computer or laptop computer with a keyboard, which has actual buttons you can press to input alpha and numeric characters. At times, you may be required to use a digital keyboard where the ‘buttons’ are actually a touch screen.

When typing on a physical keyboard you can use the touch typing techniques you will learn during this unit. Devices with a digital keyboard will have different configurations based on how much space is available on the screen. You will have to familiarise yourself with how to access the different numeric and symbol keys depending on the device you need to use. If you are unsure how to access the required keys on your device, ask a more experienced colleague or supervisor for help or use an inbuilt ‘help function’.



Figure Laptop and mobile phone

## **Digital tools**

The range of personal digital devices you may have to use to complete your work tasks are varied and may include desktop computers, laptop computers, tablet devices and smartphones. In many cases, your employer will provide a device for you to use but there will be times where you may have to use your own smartphone. For example, you may need to email your supervisor that you won’t be able to come to work as you are ill using your smartphone.

Generally, you will type longer messages and create documents using a more traditional desktop or laptop computer keyboard, while you may type shorter and simpler messages and notes using a tablet or smartphone device.

Your workplace may also have a smart board for use in a meeting room. Many TAFE classrooms have a smart board and if yours does, your teacher will show you how to use it. If you know you will need to use a smart board at work, make sure you learn how to use it as soon as you can.

In summary the functions and features of different digital tools are listed below.

|  |  |  |
| --- | --- | --- |
| **Digital Tool** | **Function** | **Features** |
| **Desktop computer** | Complete daily work tasks | Has large screen, external keyboard and mouse and is most appropriate for touch typing activities |
| **Laptop computer** | Portable device | Generally still has a large enough screen and keyboard to be ergonomically set up but should not be used long term for touch typing without an external keyboard |
| **Tablet device** | Can be used for note taking at external meetings | Portable and lightweight but not really practical for touch typing (can attach an external keyboard to some tablets) |
| **Smartphone** | Very portable device and readily available | Not usable for touch typing, short note taking only |



Figure 3 Using a mobile phone

## Learning to touch type

To develop your keyboarding skills you will be using the online program, [TIPP10 Online Typing Tutor](https://online.tipp10.com/en/introduction/).

1. Go to <https://online.tipp10.com/en/>
2. Click on **Register now for free**:

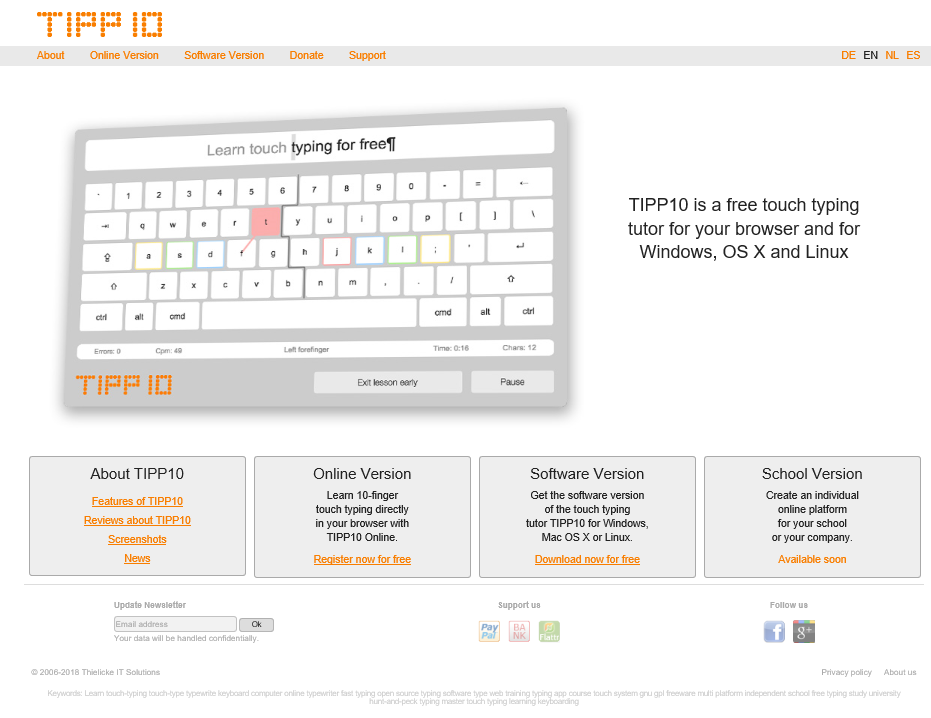


Figure 11 – TIPP 10

1. Create your account and sign in.
2. Read the section, **First steps**:

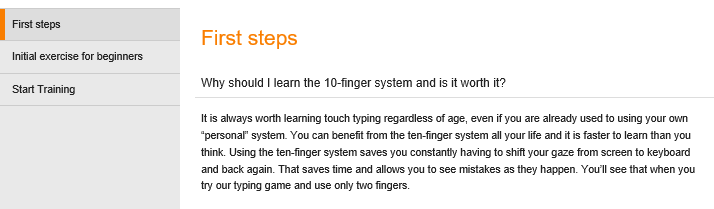


Figure 12 – TIPP 10 First steps

1. Complete the section **Initial exercises for beginners**:

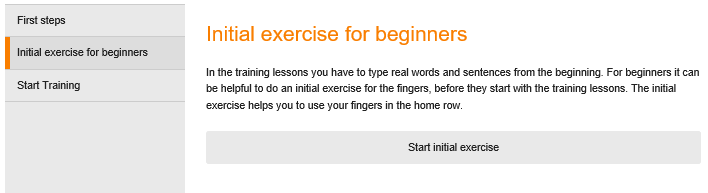


Figure 13 – TIPP 10 Initial exercises

1. Click on **Start training** and work your way through Lesson 1—Lesson 20:

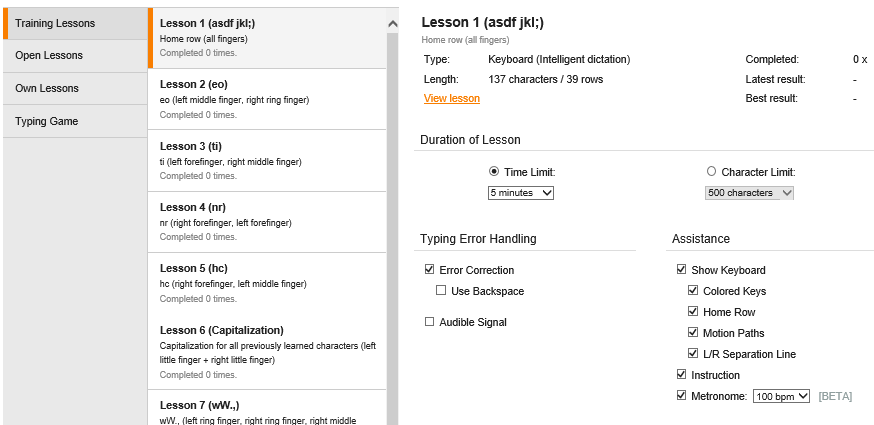


Figure 14 – TIPP 10 Start training

# Summary

Well done on working your way through this workbook and the lessons in TIPP10. You should have developed keyboard skills, and a working knowledge of ergonomics and safe work practices.

# Attributions table

Table 2 Attributions table

|  |  |
| --- | --- |
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