

Student workbook

Unit code BSBITU307

Unit name Develop keyboarding speed and accuracy

Delivery date

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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. |

# About this unit

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

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

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

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| 1 Use safe work practices | 1.1 Adjust workspace, furniture and equipment to suit ergonomic requirements  1.2 Ensure work meets organisational and work health and safety (WHS) requirements for computer operation |
| 2 Identify and develop keyboard skills | 2.1 Identify and apply keyboard functions for both alpha and numeric strokes  2.2 Apply touch-typing technique to complete tasks  2.3 Develop speed and accuracy in accordance with workplace requirements for level of responsibility |
| 3 Check accuracy | 3.1 Proofread document carefully to identify errors  3.2 Amend document, correct errors and complete a final accuracy check |

Topic 1

Use safe work

practices

# Topic 1: How to work safely

## Adjust your workspace, furniture and equipment to suit ergonomic requirements

### What is ergonomics?

Ergonomics is the science of matching tools and tasks to your work environment in order to make your job fit you, rather than making you fit your job. The purpose of ergonomics is to reduce or eliminate injuries and illnesses that cause discomfort.

When developing keyboarding skills, it is important that you adjust your workspace, furniture and equipment and observe ergonomic requirements to minimise your risk of injury:



*Figure 1: http://www.safety.uwa.edu.au/topics/physical/ergonomics/workstation*

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

#### Activity 1: Setting up your workstation

*(Estimated time: 20 minutes)*

1. Access and review the following link on adjusting your workstation and complete the table below:

<https://vimeo.com/301122508>

|  |  |
| --- | --- |
|  | Recommendations |
| Wrists and arms |  |
| Chair |  |
| Feet |  |
| Back/Shoulders |  |
| Keyboard/Mouse |  |
| Monitor/Screen |  |
| Stretching |  |

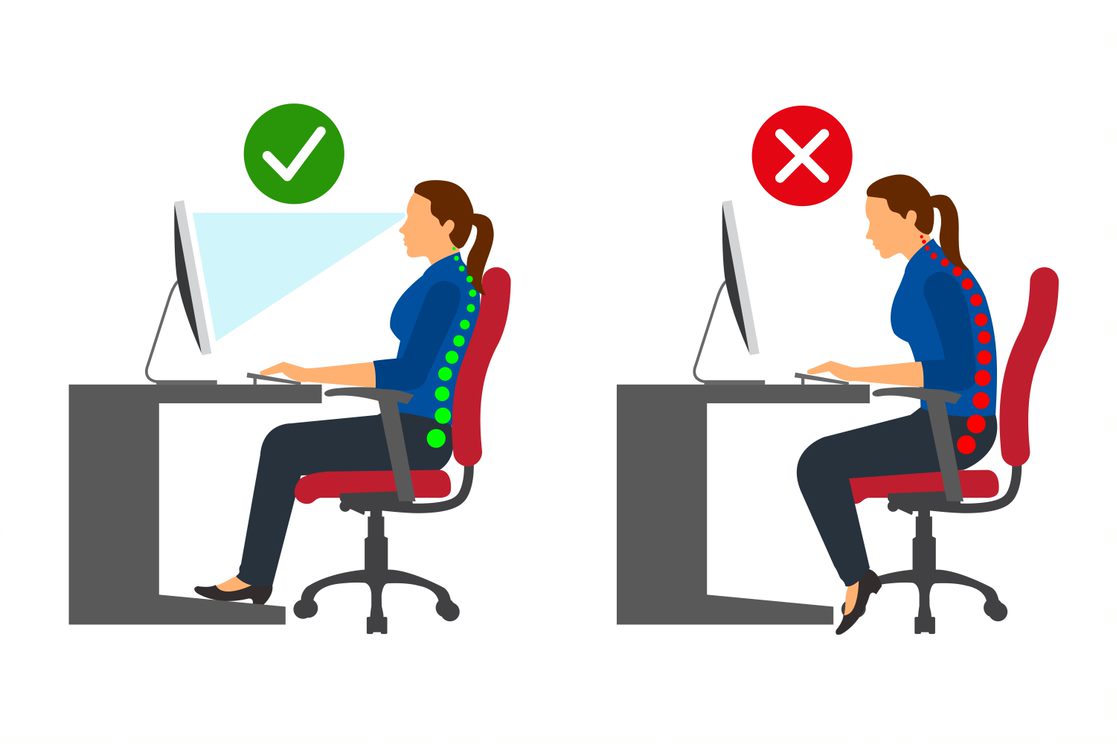
1. Check your own work area and adjust your workspace, furniture and equipment to meet the above recommendations.

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

#### Activity 2: Incorrect posture

*(Estimated time: 10 minutes)*

1. Review the images below and provide three recommendations for improving the image depicting incorrect posture.



*Figure 2: Shutterstock image under licence to TAFENSW*

## Ensure your work meets organisational and work health and safety requirements

Under the Work Health and Safety Act 2011, a worker must, while at work:

* Take reasonable care for their own health and safety
* Take reasonable care for the health and safety of others
* Comply with any reasonable instruction by the PCBU (person conducting a business or undertaking)
* Cooperate with any reasonable policies and procedures of the PCBU

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| Practice activity icon | Practice activity |

#### Activity 3: Virtual Office

*(Estimated time: 20 minutes)*

1. Access the Comcare virtual office link below:

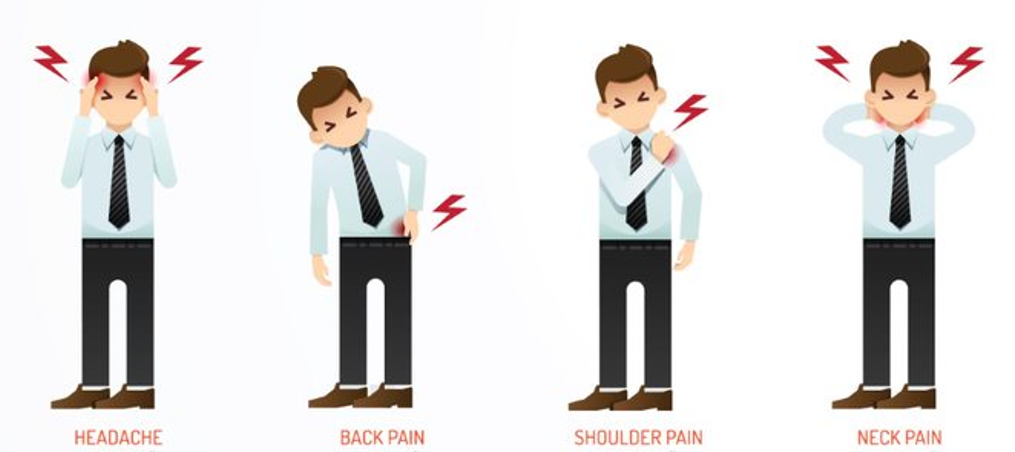
<http://www.comcare.gov.au/virtual_workplaces/office/rooms/office>

1. Once you have entered the virtual office, click on the Workstation link. Review the work health and safety obligations of the worker and employer and complete the table below:

|  |  |  |
| --- | --- | --- |
| Identified Hazards and Controls | Worker  *(What can I do?)* | Employer  *(What can my employer do?)* |
| Desk set up |  |  |
| Monitor |  |  |
| Keyboard and Mouse |  |  |

#### Workplace injuries

Prolonged work at a computer may cause postural discomfort and headaches and result in neck, shoulder, back, arm and hand injuries and strains. These injuries may also occur due to incorrect workstation setup and poor posture.



*Figure 3: Shutterstock image under licence to TAFENSW*

The most common injury sustained through repetitive work such as keyboarding is Occupational Overuse Syndrome (OOS), also known as repetitive strain injury (RSI).



*Figure 4: Shutterstock image under licence to TAFENSW*

OOS can affect the tendons and muscles of the fingers, hands, wrists, elbows, shoulders, back and neck. Common symptoms may include pain, muscle weakness, swelling, numbness and restricted mobility of the joint.

To reduce the risk of injury and strain when keyboarding, it is important that you take regular breaks away from your workstation and incorporate regular stretches into your work day. This will:



* Improve joint and muscle flexibility
* Improve circulation
* Promote good posture and

Figure 5*: Shutterstock image under licence to TAFENSW*

* Reduce muscle tension and feelings of fatigue

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

#### Activity 4: Ergonomic tips to minimise the risk of injury

*(Estimated time: 10 minutes)*

1. Access the following link and watch the interview:

<https://youtu.be/odq0fpCvW3o>

1. List three tips provided by the physiotherapist/ergonomic consultant.

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

#### Activity 5: Organisational Requirements - Plan2go

*(Estimated time: 5 minutes)*

1. List three organisational requirements/health tips recommended by Plan2go:

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

#### Activity 6: Stretching exercises

*(Estimated time: 20 minutes)*

1. Review the stretching exercises below.
2. Team up with another student and observe each other performing the stretches ensuring they are completed using slow and controlled movements.



*Figure 6: https://www.safework.sa.gov.au/resources/stretching-deskcard#*

Should you wish to download or print the above stretches, access the link below:

[https://www.safework.sa.gov.au/resources/stretching-deskcard#](https://www.safework.sa.gov.au/resources/stretching-deskcard)

Topic 2

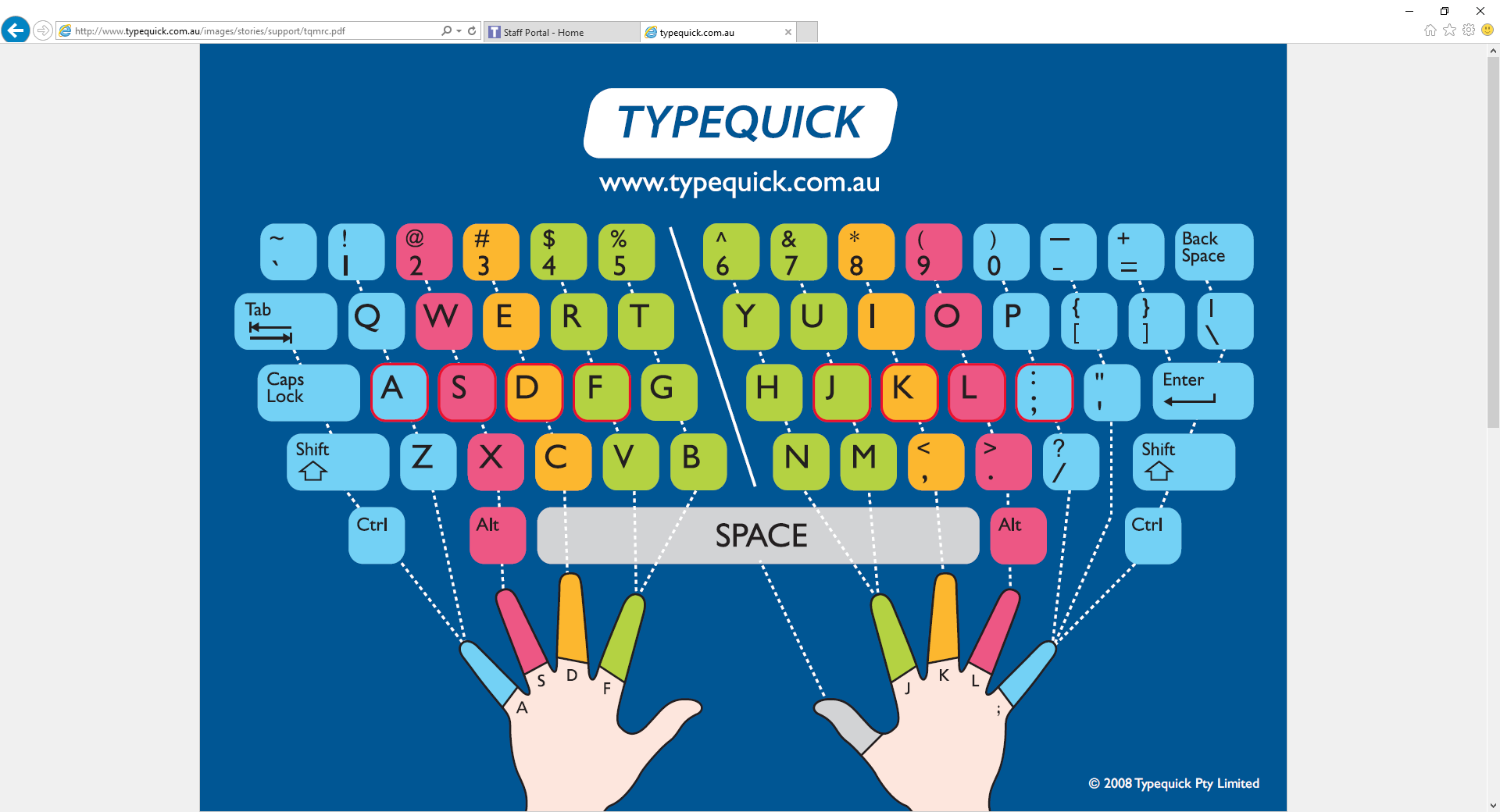
Identify and develop

keyboard skills

# Topic 2: Learning to touch type

## Identify and apply keyboard functions for both alpha and numeric strokes using touch-typing techniques

In this topic you will learn to touch type and develop your keyboarding skills using Typequick Professional.

The program teaches the correct finger positioning for all the keys on the alphabetic and numeric keyboard in ten structured lessons. Your teacher/assessor will provide you with access to the program.

*Figure 7: Correct finger positioning (*[www.typequick.com.au](http://www.typequick.com.au)*)*

Learning to touch type requires:

* Patience
* Self-Discipline and
* Practise

Students often find learning to touch type a little frustrating particularly if they are attempting to break poor typing habits formed over many years.

The benefits of persevering with developing your touch typing skills include:

* Increased productivity, focus and accuracy
* Better for your health – reduces the risk of repetitive injuries when all fingers are used correctly
* Reduces mental and physical fatigue
* Better employment opportunities
* Workplace skill valued by organisations and employers

As you work through the program, ensure you follow Typequick’s recommendations regarding the importance of posture:

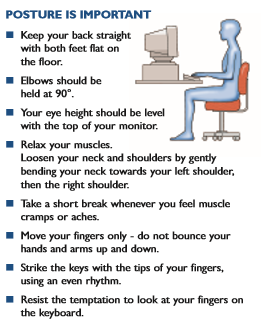


Figure 8*: Posture is important (www.typequick.com.au)*

## Develop speed and accuracy in accordance with workplace requirements for level of responsibility



*Figure 9: Shutterstock image under licence to TAFENSW*

Once you have completed all the Typequick lessons, your teacher/assessor will provide you with access to Skill Evaluator where you will continue to develop your speed and accuracy by completing two 5-minute keyboarding speed and accuracy timings with 98% accuracy.

Keyboarding speed and accuracy is an important workplace skill to ensure tasks are completed accurately and in a timely manner. Job advertisements for office roles including executive and administrative assistants often specify as an essential requirement “*fast and accurate keyboard skills”* (or the minimum keyboarding speed and accuracy required).

Many organisations test applicants keyboarding speed and accuracy and computing skills during the recruitment process (or outsource to a recruitment agency or training provider) to ensure the applicants meet the workplace requirements for the role/level of responsibility. Examples include:

* Medical transcription typist: typing speed greater than 65 words per minute
* New South Wales Police recruitment: candidates must submit a keyboarding skills certificate (25 words per minute and 98% accuracy) as part of their application.



Professional development is an ongoing requirement by most organisations and is reviewed during the employee’s performance appraisal.

Review the Commitment Statement for Marcus Santoria and note his commitment to ***improve his keyboarding speed and accuracy to 55 wpm*** as part of his professional development in his role as Admin Cadet at Plan2go.

Topic 3

Check accuracy

# Topic 3: Proofreading your work

## Proofread your documents carefully to identify errors

Proofreading is the process of checking a document, either on screen or on paper, to identify errors.

Common errors include:

* Letters repeated/missing
* Words repeated/missing
* Punctuation missing
* Letters and numbers transposed
* Space missing
* Shift key errors
* Formatting errors

Proofreading is considered an essential skill for producing error free, consistent and professional business documents.

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

#### Activity 7: Tips to improve your proofreading

*(Estimated time: 10 minutes)*

Access the following link and list the four proofreading tips recommended in the space below:

<https://youtu.be/bTn-do2WWcY>

#### Spelling and grammar checking

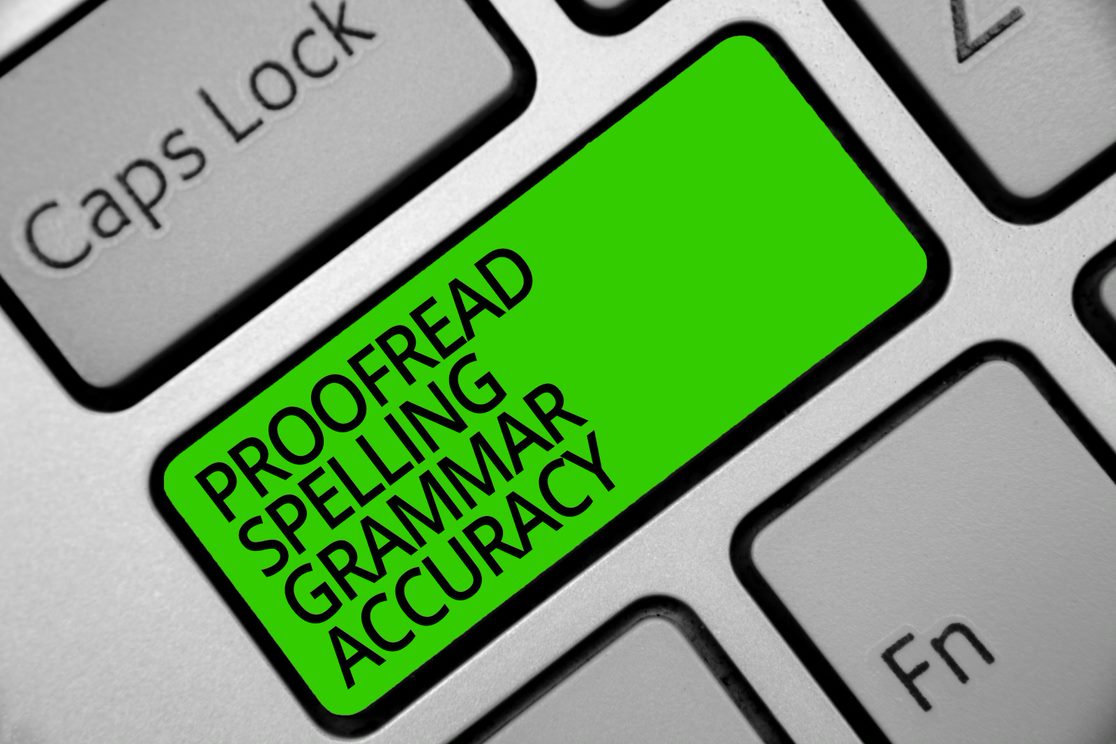


Figure 10: Shutterstock image under licence to TAFENSW

Spelling and grammar checking features are useful tools to assist with proofreading however; they cannot be relied upon to identify all errors.

For example, the spelling and grammar check in Word will not identify the typos displayed in red in the following sentence:

*The quick brown fox jumped over* ***then*** *lazy* ***do****.*

In this instance, the typos will only be detected by carefully proofreading the document.

You should also be familiar with commonly misused words as they are generally not detected by spellcheck:

* accept/except
* advice/advise
* affect/effect
* brake/break
* complement/compliment
* council/counsel
* desert/dessert
* ensure/insure
* loose/lose
* personal/personnel
* practice/practise
* principal/principle
* role/roll
* sight/site
* stationary/stationery
* their/there
* weather/whether

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

#### Activity 8: Foolproof tips for proofreading

*(Estimated time: 10 minutes)*

1. Access the following link and create a checklist of the tips provided in the space below:

<https://youtu.be/W-7WXJsQkEo>

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

#### Activity 9: Jumbled letters mind puzzle

*(Estimated time: 10 minutes)*

1. Access the following link and read the text displayed:

<https://images.app.goo.gl/Y6rXGrnAMm8N1JSNA>

***The link illustrates how typos are missed when proofreading as we often skim documents and read words as whole units rather than individual letters. Our brain uses our experience of English to make assumptions about what is coming next.***

1. Return to the link and carefully proofread the document to identify the typos. Did you find 12? If not, try reading the text backwards from the last word to the first to slow down your reading.

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

#### Activity 10: Copy task

*(Estimated time: 15 minutes)*

1. Type the following text into a new Word document and save as Activity 10.
2. Proofread the document carefully and correct any errors.
3. Type your name in the footer, save changes and print.
4. Proofread the printed copy and circle errors with a red pen. Make any necessary amendments to the document and save the changes.

Safe Work Australia’s Code of Practice on managing the work environment and facilities is an approved code of practice under section 274 of the Work Health and Safety Act (the WHS Act).

The code outlines that workstations should be designed so that workers can carry out their work in a comfortable, upright position with shoulders relaxed and upper arms close to the body.

Workers should be provided with chairs that are fully adjustable to accommodate different sized workers (with seat height, back rest height and back rest tilt adjustments). Seating should provide good body support, especially the lower back and foot support, preferably with both feet flat on the floor, otherwise a footrest should be provided.

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

#### Activity 11: Proofreading task

*(Estimated time: 10 minutes)*

1. Proofread the passage below and circle any errors you identify with a red pen.

**Job Design**

An important aspect of providng and maintaining health and safety of of screen based equipment (SBE) users is the structure of the tasks to be undertaken. Good job design will balance the personal, social and physical neads of the person with that of the organisation.

Three important aspects of good job design are varietie, autonomy and feedback. Variety in the tasks performed can improve performance, satisfaction and motivation. SBE users who have a variety of tasks also experience a reduced incdence of Occupational Overuse Syndrome. Daily work tasks should be organised to take advantage of changes in posture and the use of different muscle groups. However where a variety of tasks are not possible, breaks must taken to relieve static muscle load through ‘stretch and relax’ exercises.

The workload of individuals should be monitorred to avoid the feeling of being ‘swamped’ during peak periods. Long term planning and allocation of resources will assist in managing changes in workloads during peak periods. Appropriate mangement of workloads will also recognise that a higher rate of injury occurs during the first year of employment and with mature staff members prior to retirement. Efforts should also be made to acommodate periods of adjustments for staff members returning from absentse of following injury or illness.

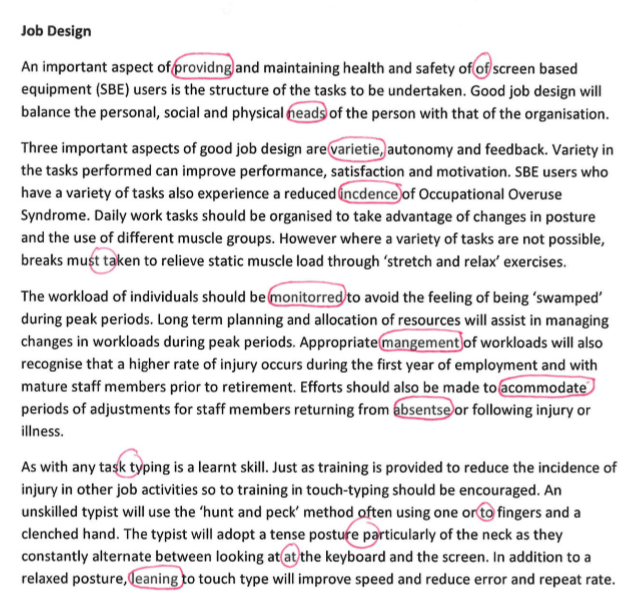
As with any task typing is a learnt skill. Just as training is provided to reduce the incidence of injury in other job activities so to training in touch typing should be encouraged. An unskilled typist will use the ‘hunt and peck’ method often using one or to fingers and a clenched hand. The typist will adopt a tense posture particularly of the neck as they constantly alternate between looking at at the keyboard and the screen. In addition to a relaxed posture, leaning to touch type will improve speed and reduce error and repeat rate.

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

#### Activity 12: Compare text

*(Estimated time: 5 minutes)*

1. Compare your proofread copy from the previous activity with the sample below to ensure you identified all the errors**.**



## Amend document, correct errors and complete a final accuracy check

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

#### Activity 13: Proofread, spellcheck and amend document

*(Estimated time: 15 minutes)*

**Typing**

Typing is a physical activity that requires skill. Unskilled typists are ate risk of "occupational overuse injury" because they:

* often use only on or two fingers which may overload the finger tendons
* are constantly looking from keyboard to screen to keybord, which may strain nick muscles and
* often adopt a tense posture

Plan2go acknowledges the importance of leaning correct typing tecnique.

***Extract from Paln2go Workstation Ergonomics Guidelines***

1. Review the passage above **“Typing”**.
2. Run a spelling and grammar check on it.
3. Proofread the document carefully to identify any remaining errors. Make any necessary amendments and complete a final accuracy check.
4. Did you locate 7 errors? If not, review the document again incorporating your checklist points from Activity 8.