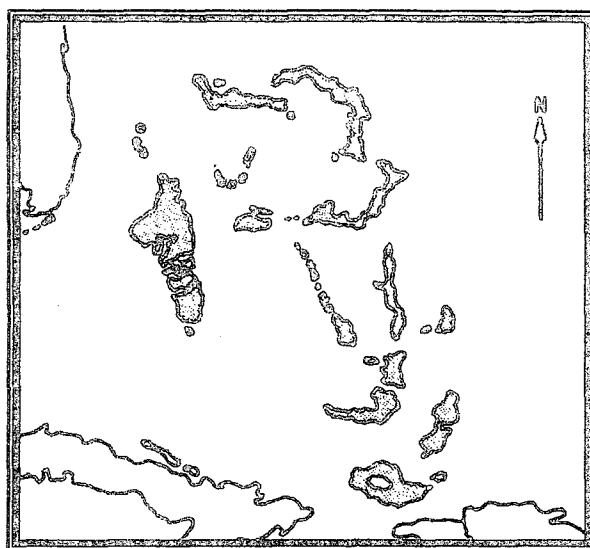## The Commonwealth of The Bahamas

Bahamas General Certificate of Secondary Education

KEYBOARDING SKILLS SYLLABUS 2006

MINISTRY OF EDUCATION

CONTENTS

GENERAL INTRODUCTION

The Bahamas General Certificate of Secondary Education is an examination that was established in 1992 having been developed in consultation with the University of Cambridge Local Examination Syndicate (UCLES).

This examination is designed to assess the achievement of at least 80 - 85% of the Bahamian students on completion of five or six years of secondary level education. It will provide a broadening of opportunity for students to show what they *know, understand and can do.*

The BGCSE is therefore a very different examination, which is intended to allow expression of concepts, skills, values and understanding by making use of differentiated assessment techniques. While in some subjects, differentiation will be achieved by the levels of response to the same questions, in other subjects, differentiated papers or questions will cater to the different ability levels.

As this is a single examination suitable for almost all secondary students, those who meet the required standards will be awarded grades on a seven-point scale A to G. The standard of the old GCE Ordinary level will be maintained as there is no devaluation of excellence in the practice of differentiation.

The BGCSE syllabuses define achievable objectives and the teacher's involvement in coursework assessment should reinforce a sense of positive achievement so that each student will strive to improve himself or herself while working towards realizable targets. This examination will not only test knowledge, but skills of data handling, application, analysis, judgement, decision making and creative thinking.

Beside the subject content, the syllabuses include wider defined aims which should be studied carefully by teachers.

It is hoped that changes will gradually be seen in our classrooms, whereby students' motivation will increasingly come from them as they participate in the various activities related to this new assessment process.

INTRODUCTION TO KEYBOARDING SKILLS

The Ministry of Education has adopted an examination called The Bahamas General Certificate of Secondary Education to replace the G.C.E., R.S.A., Pitman and other external examinations. The examination will attempt to assess the knowledge, comprehension, application and evaluation skills of students in the subject area of Keyboarding Skills. This assessment process will be conducted by using a grading system, designed to accommodate all levels of achievement, so that candidates with varying abilities will be rewarded for demonstrating *what they know, understand and can do* after two or three years of study.

The demand in The Bahamas for competent office professionals is appreciated in view of the importance of our service economy. The need for accuracy as well as speed must be met and candidates in the final year of secondary school as well as out of school candidates should endeavour to perform at their very best.

This subject offers two papers, Paper I which is to be attempted by all candidates and Paper II is to be attempted by the more able candidates. The assessment scheme is described in the syllabus whereby grades C to G are applicable to Paper I and the grades A to B applicable to Paper II. Candidates who attempt Paper II but do not meet the standard required will receive the grade obtained on Paper I.

American textbooks have been chosen as the main source for instructional purposes. This decision was made based on several factors which include:

1. The Bahamian business society is heavily influenced by American standards and procedures.

2. The three-year structure of American textbooks.

3. The supplementary materials available for teachers to enhance instruction.

4. The Business Division of The College of The Bahamas relates to the American system.

AIMS

1. To develop a working knowledge of the operational parts of the keyboard/typewriter as well as necessary care maintenance.

2. To develop a working knowledge of the basic keyboarding/typewriting skills.

3. To develop an awareness and understanding of The Bahamian business community in both the private and public sectors.

4. To develop an appreciation of the office skills in the business world and professionalism which should govern conduct and performance.

5. To develop skills in the preparation of business communications structure and format.

6. To ensure accuracy in format and layout for business documents in all forms inclusive of government styles.

7. To develop knowledge and understanding of the English Language, in terms of word usage, grammar, spelling and vocabulary.

8. To develop ability to interpret rough draft symbols and manuscripts.

9. To develop speed building throughout, showing mastery of 35 wpm net (without errors) at the Basic level and 55 wpm net at the Extended level.

10. To develop skills in multiple production.

11. To develop ability to identify and assess mailable copies of business documents inclusive of all government styles.

RATIONALE

This is a three-year programme designed to equip students in secondary schools with marketable office skills, relevant to the economic environment of The Bahamas.

The programme is intended to:

1. provide students with keyboarding/typewriting, formatting and document processing skills given the changing technology;

2. provide students with keyboarding/typewriting techniques which can be applied to private and public business firms;

3. make students aware of the competence and professionalism required for effective performance in the work place;

4. develop in students good work ethics, personality traits, dignity and poise;

5. develop a knowledge of the Bahamian business community, goals, growth needs and the role of trained office professionals.

ASSESSMENT OBJECTIVES

Candidates should be able to:

KNOWLEDGE

1. Demonstrate knowledge of keyboarding/typewriting principles in relationship to the syllabus;

2. Demonstrate understanding of the basic concepts and techniques in keyboarding/typewriting outlined in the subject content;

COMPREHENSION

3. Demonstrate understanding of knowledge and produce copies from original material given in context;

APPLICATION

4. Organize and produce own version copies from original materials given in context;

5. Type straight copy materials at 35 wpm net at the Core Scheme and 55 wpm net at the Extended Scheme.

6. Edit rough drafts and produce correct copies

EVALUATION

7. Justify the use of various styles in business communication and government documents (Block, Modified-Block and AMS-Simplified) and select appropriate one for given situations.

The relationship between the Assessment Objectives and the components of the Schemes are shown in the two grids shown on pages 8 and 9. Each figure shows the mean of a narrow range rather than that of a specific intention.

SCHEME OF ASSESSMENT

ALL candidates at the end of the course of instruction will take the Core Scheme examination (Paper I)

Emphasis is placed on course content in keyboarding/typewriting skills. Students at the Core Scheme will be required to have a keyboarding/typing speed of 35 words per minute net errors with accuracy.

High performance students will take the Extended Scheme with a keyboarding/typewriting speed of 55 words per minute net errors with accuracy.

Core SCHEME

The Core Scheme Examination (Paper I) consists of one paper with five tasks.

	WEIGHTING
Knowledge	30
Comprehension	30
Application	25
Evaluation	15
Total	100

COMPONENT	DURATION	WEIGHTING
PAPER 1	2 ½ hours *PLUS* 10 minutes Reading Time	100%

EXTENDED SCHEME

The Core Scheme Examination (Paper I) consists of one paper with five tasks.

	WEIGHTING
Knowledge	20
Comprehension	20
Application	35
Evaluation	25
Total	100

COMPONENT	DURATION	WEIGHTING
PAPER 2	2 ½ hours *PLUS* 10 minutes Reading Time	100%

1.   Candidates who take the Core Scheme will be awarded the grade obtained on that scheme.

2.   Candidates who take the Extended Scheme will be awarded the grade obtained on it provided:
   ◦   they obtain Grade (C) on Paper I;
   ◦   they obtain Grade (A) or (B) on the Extended Scheme.
   The work of candidates falling just below the (C) boundary on Paper I will be reviewed for evidence to support the award of a grade (A) or (B) on the Extended Scheme.

3.   Candidates who do obtain grades A or B on the Extended Scheme and fail to obtain grade C on the Core Scheme will have their Paper 1 Reviewed for evidence to support the award of grade A or B.

4.   Poor performance on the Extended Scheme, cannot result in a lower award than that available to the candidate on the Core Scheme.

NOTE: For both schemes, an additional 10 Minutes will be allotted for reading.

DIFFERENTIATION

This is a unified scheme of assessment which allows differentiation across the full ability range. All candidates must follow the Core Scheme and candidates seeking Grades A and B have the option of a second written paper designed to test performance at a higher level.

The production rate at this higher level takes into account time for machine manipulation, organization of time and material, scanning, effective presentation of work in keeping with current styles and conventions.

PAPER I

The paper will consist of five tasks from the range of the content with a *duration of two hours plus ten minutes reading time*. This paper will test all assessment objectives with emphasis on application, and presentation of skills.

PAPER II

The paper will consist of five tasks from the range of the content with a *duration of two and a half hour plus ten minutes reading time*. This paper will test all assessment objectives with emphasis on application, and presentation of skills.

Tasks are designed to test accuracy, judgement, speed and layout skills with increased difficulty. All tasks must be attempted which will test knowledge and skill at a level suitable for employment as a reliable keyboardist/typist.

Candidates may use a Dictionary, Thesaurus, Calculators, Rulers and correction products.

SUBJECT CONTENT

Core Scheme

The Core Scheme examination is intended to test the mastery of the Core principles of keyboarding/typewriting and the appropriate utilization of this knowledge.

I.   Keyboarding

         A.   Alphabetic
         B.   Numeric
         C.   Symbol

II.   Correspondence Formatting

         A.   Typing Paragraphs - Block/Indented
         B.   Proof Reader's Marks/Correction Symbols
         C.   Centring - Vertical and Horizontal
         D.   Punctuation-Open/Mixed
         E.   Word Division
         F.   Addressing Envelopes
         G.   Assemble, insert and correct carbon packs
         H.   Enclosure Notations
         I.   Typists Notations

III.   Business Correspondence

         A.   Block/Simple Modified Block Style Business Letters
         B.   Block Style Personal Letters
         C.   Memorandums - Simplified, Standard
         D.   Bureaufax
         E.   Email

III.   Rough Drafts & Manuscripts

IV.   Formatting Reports & Tables

         A.   Roman Numerals
         B.   Topic Outlines
         C.   Unbound Reports
         D.   Title Page

E.   Horizontal/Vertical Centering
    F.   Ruled and Unruled Columns containing words and figures
    G.   Simple Tabulation (maximum 3 columns)
    H.   Alignment of figures
    I.   Simple Tabulation with
          i.   Main Headings
          ii.   Secondary Headings
          iii. Column Headings
          ii.   Footnotes
    J.   Aligning Copy
    K.   Abbreviations
    L.   Measurements
    M   Editing
          i.   Rearrangement of materials
          ii.   Correction of errors(typographical, grammas and spelling)
    N.   Enumeration
          i.   Enumeration of paragraphs using letters and Arabic;
          ii.   Roman Numerals and Decimal Notations.

VI.   Displays – Announcements, Menus, Recipes, Poems. Advertisements etc.

VII. Government Documents

      A.   Minute Paper
      B.   Memorandum
      C.   Circulars
      D.   Cabinet Papers

X.   Office Job Simulation

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EXTENDED SCHEME

The Extended Scheme examination is intended to test the mastery of the basic principles of keyboarding/typewriting and the appropriate utilization of this knowledge.

I.   Straight Copy 55 wpm net errors

II.   Rough Drafts & Manuscripts (single and multiple pages)

III.   Advanced Business Letters

         A.   Multiple page letters with /without carbons
         B.   Mailing Notations
         C.   Attention Lines
         D.   Subject Headings
         E.   Tabulation Insets
         F.   Post Scripts
         G.   Enumerations
         H.   Copy Notations

IV.   Managerial Correspondence

         A.   Letters on Executive Size Stationary
         B.   Letters from Form Paragraphs
         C.   AMS Simplified Letter Style
         D.   Informal Government Style

V.   Special Forms

         A.   Formal Memorandums
         B.   Simplified Memorandums
         C.   Minutes and Reports
         D.   News Releases
         E.   Telegraphic Messages
         F.   Financial Reports

VI.   Completion of Forms

         A.   Application For Employment
         B.   Purchase Requisitions
         C.   Purchase Order
         D.   Invoices
         E.   Log Sheets
         F.   Debit and Credit Notes

VII.   Extended Document Processing   •

      A.   Multiple Page Reports with Textual Citations
      B.   Business Letters - Modified Block Style, Mixed Punctuation
      C.   Business Correspondence
          i.   New features
          ii.   Using Carbon
      D.   Complex Table Formatting
      E.   Left bound Reports
          i.   With footnotes(within or as End Notes)
          ii.   Multiple pages

VIII.   Processing Special Documents

      A.   Correspondence with Special Features
      B.   Notices
      C.   Agenda
      D.   Inter-Office Memorandum
      E.   Minutes of Meetings
      F.   Business Forms and Special Documents
          i.   Ruled forms
          ii.   Unruled forms
      G.   Employment Documents
          i.   Data Sheet/Résumés
          ii.   Application Letter
          iii.   Application form
          iv.   Follow-up letter

IX.   Advanced Tables (open-ended/boxed)

X   Itineraries

XI.   Advanced Display - Proclamations, Announcements, Notices, Menus, Recipes, Poems, Advertisements etc.

XII.   Intensive Language Skills for Word Processing

      A.   Typing with Extensive Proofreader's Marks
      B.   Language Skills Application

XII.   Legal Documents (See Appendix for sample forms)

      A.   Wills, Statement of Witness and Endorsements
      B.   Affidavits
      C.   Summons
      D.   Deeds
      E.   Contracts (Employment, oath of Secrecy)

GRADE DESCRIPTIONS

Grade descriptors provide insight into levels of achievement attained by candidates.

GRADE A

Candidates will be able to:

1. type at a minimum speed of 55 wpm net of errors;
2. use the terminolgy of the subject;
3. demonstrate an understanding of the functions/capabilities of the keyboard/typewriter;
4. interpret relative tasks based on a syllabus outline;
5. integrate calculations applicable to given situations;
6. recognize, organize, and adjust formulated tasks using judgement, based on the principles of the skills taught;
7. apply knowledge as necessary for the completion of tasks;
8. effectively compose business letters and replies to advertisements using given data;
9. writing well constructed paragraphs using appropriate sentence construction showing accuracy in terminology, punctuation and spelling.

GRADE C

Candidates will be able to:
1. perform at a minimum speed of 35 wpm net of errors;
2. understand and demonstrate knowledge of terminology used in subject content;
3. understand and demonstrate functions and capabilities of the keyboard/typewriter;
4. correctly interpret and display relative tasks based on a syllabus outline;
5. writing in paragraphs using sentences of varied kinds and exercising care over punctuation and spelling.

GRADE F

Candidates will be able to:
1. perform at a minimum speed of 30 wpm net of errors;
2. identify and use material effectively;
3. demonstrate knowledge of basic keyboarding/typewriting skills ordinarily given to beginning office keyboardist/typist;
4. demonstrate consistency throughout the tasks in the style or form of presentation;
5. writing in simple sentences of various kinds generally arranged correctly in paragraphs and usually exercising minimal care over punctuation and spelling.

TEXT BOOKS

Century 21 Complete Course Sixth Edition by Robinson, Hoggartt, Shank, Beaumont, Crawford & Erickson. South-Western Educational Publishing , 2000

Century 21 Keyboarding, Formatting Document Processing Sixth Edition by Robinson, Hoggartt, Shank, Beaumont, Crawford & Erickson. South-Western Educational Publishing , 2000

Reference and Resource Materials

Century 21 Complete Course Third Edition by Crawford, Erickson, Robinson & Beaumont. South-Western Educational Publishing

Century 21 Keyboarding, Formatting Document Processing Third Edition by Crawford, Erickson, Robinson & Beaumont. South-Western Educational Publishing

Introductory Course College Keyboarding/Typewriting Duncan, Warner, Langford, Vantruss South-Western Publishing, 1985

Comprehensive Typing For High School by Paul Bailey

Complete Teachers Reference Guide Crawford, Erickson, Robinson & Beaumont. South-Western Educational Publishing

Problem Solutions For Text Books, Laboratory Material, and Enrichment Activities by Crawford, Erickson, Robinson & Beaumont. South-Western Publishing

Secretarial and Administrative Procedures Third Edition by Lucy Mae Jennings, Prentice Hall, Englewood Cliffs, New Jersey

Pitman Commercial Typewriting Eight Edition by W. & E. Walmsley

Applied Typing Eight Edition by Drummon and Scatergood