



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

# **NATIONAL CERTIFICATES (VOCATIONAL)**

## **SUBJECT GUIDELINES**

**OFFICE DATA PROCESSING  
NQF LEVEL 3**

**IMPLEMENTATION: JANUARY 2015**



## INTRODUCTION

### **A. What is Office Data Processing about?**

Office Data Processing is the effective processing and correct display of data in an office environment. Students will learn to collect, analyse and edit data and to manipulate, process and present data in a readable form for society.

### **B. Why is Office Data Processing important in the learning programme?**

Office Data Processing embraces inclusive education by providing opportunities, alternative methods of instruction and flexible assessment for students who experience barriers of learning.

### **C. How do the Learning Outcomes link with the Critical and Developmental Outcomes?**

The critical and developmental outcomes are to:

- develop in students, the skill to plan before commencing any work.
- train students to understand and adapt to the social environment by meaningfully interpreting office practices which they will come across in their future lives.
- develop in students, the logical thought processes so that instead of relying on set rules, students are able to apply basic office principles to new and unfamiliar situations.
- develop in students, a systematic approach to problem solving.
- train students to organise their daily activities responsibly and effectively in different contexts as a personal assistant.

### **D. Which factors contribute to achieving the Learning Outcomes?**

- Disciplined, dedicated and meticulous attention to detail and practice is required to achieve the learning outcomes.
- Students who have specific characteristic such as thoroughness, accuracy and orderliness will flourish in this subject.
- Suitably qualified and dedicated lecturers.
- The necessary resources, such as the latest equipment and software.
- Updated computers and software to be available to students, over and above the normal contact hours for practice.
- Exposure to adequate experience in the office environment.

## **OFFICE DATA PROCESSING – LEVEL 3**

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## 1 DURATION AND TUITION TIME

This is a one-year instructional programme comprising 200 teaching and learning hours. 'Teaching Hours' (minimum of 110) refer to the minimum hours required for face to face instruction and teaching. This number excludes time spent on revision, test series and internal and external examination/assessment. However, for this subject it is a requirement that provision be made for students to spend at least 30 minutes (non-contact hours) per day outside of teaching hours in the computer laboratory/ equipped classroom in order to practice, thus developing and increasing speed and accuracy to meet the required speed in the final examination.

The subject may be offered on a part-time basis provided the student meets all the assessment requirements. Students with special education needs (LSEN) must be catered for in a way that eliminates barriers to learning.

## 2 SUBJECT LEVEL FOCUS / EXIT LEVEL OUTCOMES

### SAQA Qualification 50442

On completion of this level, the student will acquire the necessary basic skills and knowledge related to the use of the computer in relation to file management, word processing, the basic use of Microsoft Publisher and to create basic spreadsheets.

#### **EXIT LEVEL OUTCOME 1: Understand the basic concepts of the computer and the use of the Computer**

**Associated Assessment Criteria:** An understanding of the basic concepts of the computer and its use are demonstrated.

#### **EXIT LEVEL OUTCOME 2: Developing keyboard proficiency**

**Associated Assessment Criteria:** The skill of Touch Typing is demonstrated with a minimum speed of 30 wpm achieved.

#### **EXIT LEVEL OUTCOME 3: Manage a computer filing system**

**Associated Assessment Criteria:** Effective management of a computer filing system is demonstrated.

#### **EXIT LEVEL OUTCOME 4: Applying further Word Processing functions**

**Associated Assessment Criteria:** Demonstrate the use of more advanced features and functions in Word Processing.

#### **EXIT LEVEL OUTCOME 5: Mailing function in Word Processing**

**Associated Assessment Criteria:** Demonstrate the effective use of advanced mail merge.

#### **EXIT LEVEL OUTCOME 6: Information and Communication using Internet Explorer**

**Associated Assessment Criteria:** Demonstrate the effective use of Internet Explorer and Search Engines and Web pages.

#### **EXIT LEVEL OUTCOME 7: Developing Spreadsheets using Microsoft Excel**

**Associated Assessment Criteria:** Demonstrate the effective use of more advanced features in Microsoft Excel.

**EXIT LEVEL OUTCOME 8: Introduction to Presentations using Microsoft PowerPoint**

**Associated Assessment Criteria:** Demonstrate the basic creation of presentations, using Microsoft PowerPoint.

**3 ASSESSMENT**

Information provided in this document on internal and external assessment aims to inform, assist and guide a lecturer to effectively plan the teaching of the subject.

The Assessment Guidelines accompanying this document provides detailed information to plan and conduct internal and external assessments.

**3.1 Internal assessment (50 percent)**

Detailed information regarding internal assessment and moderation is outlined in the current Internal Continuous Assessment (ICASS) Guideline document provided by the Department of Higher Education and Training (DHET).

**3.2 External assessment (50 percent)**

A National examination is conducted annually in October or November by means of a paper(s) set and moderated externally. A practical component Integrated Summative Assessment Task (ISAT) will also be assessed as a component of external assessment.

Detailed information regarding external assessment and moderation is outlined in the 'National Policy on the Conduct, Administration and Management of the Assessment of the Assessment of the National Certificate Vocational', Gazette Number 30287, dated 12 September 2007.

**4 WEIGHTED VALUES OF TOPICS**

TOPICS	WEIGHTED VALUE	*Teaching Hours
1. Basic Concepts and the use of the Computer	5	5
2. Developing Keyboard proficiency	10	11
3. File Management	5	5
4. Applying further Word Processing functions	15	17
5. Mailing function in Word Processing	15	17
6. Information and Communication using Internet Explorer	10	11
7. Developing Spreadsheets using Microsoft Excel	20	22
8. Introduction to Presentations using Microsoft PowerPoint	20	22
<b>TOTAL</b>	<b>100</b>	<b>110</b>

*\*Teaching Hours\** (minimum of 110) refer to the minimum hours required for face to face instruction and teaching. This number excludes time spent on revision, test series and internal and external examination/assessment.

However it is an essential requirement that provision be made for students to spend *at least* 30 minutes (non-contact hours) *per day* outside of the subject teaching hours in the computer laboratory/equipped classroom in order to practice, thus developing and increasing speed and accuracy skills to meet the required speed in the final examination.

## 5 CALCULATION OF FINAL MARK

Internal assessment mark: Student's mark/100 x 50 = a mark out of 50 (a)

External assessment mark: Student's mark/100 x 50 = a mark out of 50 (b)

**Final mark: (a) + (b) = a mark out of 100**

All marks are systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, moderation, verification as well as reporting purposes.

## 6 PASS REQUIREMENTS

A student must obtain at least fifty percent (50%) in the ICASS and fifty percent (50%) in the examination.

## 7 SUBJECT AND LEARNING OUTCOMES

On completion of the subject, Office Data Processing (Level 2) the student should have covered the following topics:

- 7.1 Topic 1: Basic Concepts and the use of the Computer
- 7.2 Topic 2: Developing Keyboard proficiency
- 7.3 Topic 3: File Management
- 7.4 Topic 4: Applying further Word Processing functions
- 7.5 Topic 5: Mailing function in Word Processing
- 7.6 Topic 6: Information and Communication using Internet Explorer
- 7.7 Topic 7: Developing Spreadsheets using Microsoft Excel
- 7.8 Topic 8: Introduction to Presentations using Microsoft PowerPoint

### TOPIC 1: BASIC CONCEPTS AND THE USE OF THE COMPUTER

#### Subject Outcome 1.1: Identify and demonstrate the use of the parts and peripherals of the computer

##### Learning Outcomes

*The student should be able to:*

- Identify the latest technological ICT devices and discuss their impact in the office environment.  
[Range: IPod; iPad or tablet; e-reader; smartphone]

#### Subject Outcome 1.2: Protect the computer and data in the work place

##### Learning Outcomes

*The student should be able to:*

- The use of various methods of protecting data and documents in an office environment is demonstrated.  
*[Range: password protect file; save as pdf document]*
- Protect the computer by updating anti-virus and running regular virus scans.
- Understand and explain the concept of copyright.
- Apply "green technology" in the office environment.  
*[Range: recycling computer components: printer cartridges and paper]*

### **Subject Outcome 1.3: Demonstrate the use of the CD Rom to burn a CD**

#### **Learning Outcomes**

*The student should be able to:*

- Understand the use of CD-R and CD-RW for storing data.
- Burn a Data disc as a backup file.

## **TOPIC 2: DEVELOPING KEYBOARD PROFICIENCY**

### **Subject Outcome 2.1: Demonstrate the skill of Touch Typing**

#### **Learning Outcomes**

*The student should be able to:*

- Develop speed and accuracy through daily accuracy & speed drills, by typing timed sentences and paragraphs.
- Use the print function efficiently; and proof read work and identify errors.  
*[Range: Daily administering 1 to 8 minute accuracy & speed drills - total of 10 minutes per day; and a weekly 10 minute test to develop speed and accuracy.]*
- Demonstrate a speed of 30 wpm in the final examination.

## **TOPIC 3: FILE MANAGEMENT**

### **Subject Outcome 3.1: Work efficiently with files and folders**

#### **Learning Outcomes**

*The student should be able to:*

- Use My Computer and Windows Explorer effectively to locate drives, files and folders.
- Navigate folders; delete folders; move files; and copy files to different drives and folders.
- Open and empty the Recycle bin.
- Use the help function effectively.
- Compress files in a folder on a drive.
- Extract compressed files from a location on a drive.  
*[Range: Drive; folders; sub-folders; files; move, copy, delete files and folders; open and empty the Recycle bin; the help function; compress files and folders (WinZip, WinRAR)]*



## **TOPIC 4: APPLYING FURTHER WORD PROCESSING FUNCTIONS**

### **Subject Outcome 4.1: Work with Extensive text**

#### **Learning Outcomes**

*The student should be able to:*

- Move and copy text effectively.
- Insert page breaks.
- Demonstrate different line spacing.
- Create columns (paragraphs in 2 and 3 columns).
- Insert section and column breaks.
- Use 'Go To', 'Find & Replace' effectively.
- Use Endnotes and Footnotes.

### **Subject Outcome 4.2: Create and format tables**

#### **Learning Outcomes**

*The student should be able to:*

- Create and edit tables.
- Add text to a table.
- Select cells and range of cells in a table.
- Merge and split cells and split table.
- Resize columns and rows.
- Insert and delete rows and columns.
- Apply and remove borders and shading.
- Apply table styles to the Table.
- View/remove gridlines.

### **Subject Outcome 4.3: Demonstrate the use of graphics**

#### **Learning Outcomes**

*The student should be able to:*

- Draw, edit, enhance and format shapes.
- Add graphics and clipart.
- Resize and move pictures.  
[Range: Range: wrap text / re-position picture.]
- Customise Clipart.  
[Range: Adjust colour, brightness; Crop.]

## **TOPIC 5: MAILING FUNCTION IN MICROSOFT WORD**

### **Subject Outcome 5.1: Use the Mailing function to produce Mail Merge documents**

#### **Learning Outcomes**

*The student should be able to:*

- Create a Recipients list (Customise the Data source).

- Edit a Recipient list.
- Create a main document.
- Carry out a Mail Merge.
- Carry out a Mail Merge to labels.
- Print the final document.
- Set a print range.  
*[Range: various documents may be used in mail merge.]*

## **TOPIC 6: INFORMATION AND COMMUNICATION USING INTERNET EXPLORER**

### **Subject Outcome 6.1: Access and use the Internet**

#### **Learning Outcomes**

*The student should be able to:*

- Demonstrate how to access and use the Internet and the World Wide Web.
- Identify and use the Internet Explorer screen.
- Demonstrate the use of Search Engines.
- Set a popular Search Engine as a Home Page.  
*[Range: Google, Yahoo, Bing and Google Scholar; South African search engines: Aardvark and Ananzi]*

### **Subject Outcome 6.2: View, save and print web pages**

#### **Learning Outcomes**

*The student should be able to:*

- Set a web page as a Favourite.
- View favourite web pages.
- Save and print web pages.
- Print selections from web pages.

## **TOPIC 7: DEVELOPING SPREADSHEETS USING MICROSOFT EXCEL**

### **Subject Outcome 7.1: Use further features to edit and format worksheets**

#### **Learning Outcomes**

*The student should be able to:*

- Move cells / range of cells.  
*[Range: Demonstrate the 'Drag and Drop' and the 'Cut, Copy and Paste' functions]*
- Use AutoFill to copy text and formulae.
- Use the 'Find and Replace' function to change text.
- Use the Spell check function to correct mistakes.
- Change the page setup.
- Rotate text in the cells.

- Add pictures and logos.
- Apply borders to cells and the spreadsheet.
- Create headers and footers.

### **Subject Outcome 7.2: Use formulae, functions and Absolute cell referencing to calculate in a spreadsheet.**

#### **Learning Outcomes**

*The student should be able to:*

- Use formulae to add, subtract, multiply and divide.
- Calculate using Absolute cell referencing.
- Use functions to find Average, Maximum, Minimum, Count and CountA.
- Apply text functions to change text to Upper and lower case.
- Print workbooks and spreadsheets.

### **Subject Outcome 7.3: Demonstrate the use of charts in a spreadsheet**

#### **Learning Outcomes**

*The student should be able to:*

- Create a chart.
- Move, copy, resize and delete charts.
- Format charts: Change chart options.
- Print charts.

### **Subject Outcome 7.4: Demonstrate Printing Options**

#### **Learning Outcomes**

*The student should be able to:*

- Demonstrate printing a spreadsheet with gridlines.
- Demonstrate printing a spreadsheet with row and column headings.
- Printing only a section of a workbook.
- Insert page breaks and reset page breaks in a spreadsheet.
- Repeat Column headings on each page in a spreadsheet.

*[Range: Page Setup; Set Print Area; Page breaks; Print Titles]*

## **TOPIC 8: INTRODUCTION TO PRESENTATIONS USING MICROSOFT POWERPOINT**

### **Subject Outcome 8.1: Understanding the Purpose and function of presentations**

#### **Learning Outcomes**

*The student should be able to:*

- Explain the purpose of PowerPoint presentations.
- Understand and identify the layout, ribbons and icons on the PowerPoint screen.

- Create slides, using various slide layouts. Insert new slides, select slide layouts: Title slide; Title & Content; Two Content; Title only slides.  
*[Range: Insert bulleted list; table; picture; clipart; SmartArt graphics - including charts, simple organograms and tables; media clips and videos]*
- Demonstrate the different methods of viewing the presentation in different modes/views.  
*[Range: Slide sorter view, Notes page view and Reading view]*
- Use the Zoom in order to magnify the slide.

### **Subject Outcome 8.2: Format and edit text, placeholders, shapes and slides**

#### **Learning Outcomes**

*The student should be able to:*

- Demonstrate how to edit text in a slide.  
*[Range: change case, font, font size, colour, font effects; slide & placeholder background, colour; Placeholder - line width & colour; text alignment in placeholder; Line spacing; bullets & numbering]*
- Demonstrate how to correct mistakes in the presentation using the Spell check function.
- Edit the presentation.  
*[Range: Move, copy and delete: slides, placeholders, pictures]*
- Demonstrate the 'Find and replace' text in editing the presentation.

### **Subject Outcome 8.3: Format and enhance the slides**

#### **Learning Outcomes**

*The student should be able to:*

- Insert 'Logos' into the slide.
- Align and indent text within placeholders.
- Change the background and colour scheme in the presentation.
- Insert headers and footers in slides and handouts.

### **Subject Outcome 8.4: Demonstrate the use of drawing tools**

#### **Learning Outcomes**

*The student should be able to:*

- Insert and resize shapes.
- Add text to shapes.
- Change colour and add shape effects.

### **Subject Outcome 8.5: Print the Presentation**

#### **Learning Outcomes**

*The student should be able to:*

- Print slides as handouts with 2, 3, 4 and 6 slides per page.
- Print a specific slide; or more than one slide.

## **8 RESOURCE NEEDS FOR THE TEACHING OF OFFICE DATA PROCESSING - LEVEL 3**

### **8.1 PHYSICAL RESOURCES**

The following teaching aids should be made available, if possible:

#### **8.1.1 Practicum room and Computer Laboratory**

- A simulated enterprise in which students can gain practical experience within an office environment
- Necessary electronic equipment for an office, for example adding machine, cash registers, calculators and filing cabinets
- Computer and data projector to electronically project data
- 30 computers with the latest word processing program (minimum software: professional version of Microsoft Office 2010)

#### **8.1.2 Media centre**

- Computers and printers for students to complete assignments or case studies and do research
- Access to the Internet
- Trading magazines, daily newspapers and subject-related reference books
- Subject-related DVDs or videos
- List of guest speakers
- List of website addresses for subject-related research
- Legislation or acts for use by lecturers during lessons and students for research purposes
- Research software, for example Encarta
- Stockroom to store video or DVD machines, televisions, etc.
- Security for stockroom

#### **8.1.3 Class room**

- Flash disk for facilitator to store information
- White board or black board
- Desks for students big enough to work on alone as well as in groups
- Chairs

### **8.2 Human resources**

The lecturer should have an applicable three-year diploma or four-year degree in education. The lecturer must also have been declared competent as an assessor and/or moderator and be trained in outcomes-based education. The lecturer must have excellent computer knowledge in the entire Microsoft Office suite and typing skills.

### **8.3 Other resources**

- Text books
- Lever arch file for each student to serve as Portfolio of Evidence (PoE)
- Subscription fees for Internet, industry magazines and newspapers
- Computer secure storage facility/equipment for each student