



CARIBBEAN EXAMINATIONS COUNCIL

Caribbean Secondary Education Certificate®

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT SYLLABUS

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Electronic Document Preparation and Management Syllabus

◆ RATIONALE

Computerisation has revolutionised the way documents are created, stored and transmitted. It has facilitated greater efficiency and more innovative ways of sharing information. The computer continues to be an indispensable tool in the world of work. The ability to use the computer provides essential skills for prospective employees in the fields of data preparation and data management.

Students seeking opportunities in the world of work or pursuing further studies must develop competence and proficiency in the use of computers and related electronic hardware devices. The Electronic Document Preparation and Management (EDPM) syllabus is designed to equip students with knowledge and computer-related skills required to enhance the performance of clerical and administrative tasks.

In addition, the knowledge gained from this syllabus will promote personal growth, decision-making capabilities of students and foster a disciplined and ethical workforce.

The EDPM syllabus will provide a holistic approach to acquisition of knowledge and the development of competencies, skills and attributes. It is suited for candidates pursuing any discipline, as the competencies and skills developed are interdisciplinary and imperative in the world of work or in the pursuit of further studies.

◆ AIMS

The syllabus aims to:

1. develop an understanding of the importance of *Information and Communication Technology* in a modern office environment;
2. equip students with the requisite skills to assume clerical and administrative roles;
3. lay the foundation for career development and advancement in a business environment;
4. *develop knowledge and skills useful for specialised training* for secondary, post-secondary studies, and future careers;
5. foster disciplined and ethical behaviours within the work environment;
6. develop effective document management capabilities;
7. enhance the quality of life and foster personal growth and development.

◆ GENERAL OBJECTIVES

On completion of the syllabus, students should:

1. *develop an awareness of the impact of ICT on the creation and management of electronic documents;*
2. *develop the knowledge, skills and competencies to function effectively in a technological environment;*
3. *demonstrate mastery in the operation of a QWERTY keyboard, utilising the standard and function keys;*
4. *select appropriate software application to create and manipulate documents;*
5. *create documents or prepare documents in accordance with universally accepted standards;*
6. *interpret correction signs and terminologies used in document preparation;*
7. *use acquired knowledge to enhance personal growth and skills for career development;*
8. *know the importance and effectiveness of manipulating data in an electronic environment;*
9. *develop skills to use computer software and hardware effectively to produce various types of documents;*
10. *appreciate the value of meeting deadlines in the preparation of documents;*
11. *adopt ethical standards in preparing, storing and retrieving electronic documents.*

◆ ORGANISATION OF THE SYLLABUS

The syllabus is arranged in *nine* sections, sub-divided into specific objectives and corresponding content.

SECTION I	–	FUNDAMENTALS OF COMPUTING
SECTION II	–	KEYBOARD MASTERY
SECTION III	–	INTRODUCTION TO APPLICATION SOFTWARE
SECTION IV	–	USE OF APPLICATION SOFTWARE
SECTION V	–	BUSINESS DOCUMENT PREPARATION
SECTION VI	–	SPECIALISED DOCUMENT PREPARATION
SECTION VII	–	ELECTRONIC COMMUNICATION

The arrangement of the syllabus does not necessarily represent a teaching order. Each *section* consists of specific objectives and corresponding content on which the examinations will be based.

◆ SUGGESTED TIME-TABLE ALLOCATION

It is recommended that a minimum of five 40-minute periods per week or the equivalent be allocated to the syllabus. This time should include at least one double period.

◆ CERTIFICATION

For this examination, a candidate's performance will be indicated on the certificate by an overall numerical grade on a six-point scale as well as by a letter grade for each of three profile dimensions, namely, *Accuracy and Speed*, *Knowledge and Comprehension* and *Presentation and Use of Technology*.

◆ DEFINITION OF PROFILE DIMENSIONS

1. *Accuracy and Speed*

The ability to produce a document:

- (a) *that is professionally completed in terms of use of language skills, for example, punctuation, spelling, abbreviation, grammatical errors; and*
- (b) *that applies document management techniques within a specified time period.*

2. *Knowledge and Comprehension*

The ability to:

- (a) *list procedures;*
- (b) *identify facts and information;*
- (c) *state principles;*
- (d) *critically analyse procedures, actions and situations related to electronic document preparation and management.*

3. **Presentation and Use of Technology**

The ability to:

- (a) *produce a finished product using professional standards, for example, formatting and consistency of style; and*
- (b) *demonstrate competency in the use of technology, for example, electronic filing and retrieval of different types of documents.*

◆ **FORMAT OF THE EXAMINATIONS**

The examinations will be offered at General Proficiency only, and will consist of external and internal examinations worth 60 per cent and 40 per cent, respectively, of the total mark.

EXTERNAL ASSESSMENT

(60%)

Paper 01
(1 hour)
50 marks

This is a compulsory paper and will comprise TEN questions for a total of 50 marks.

Questions will test the two profile dimensions, namely, *Accuracy and Speed*, and *Knowledge and Comprehension*. Marks will be allocated to each profile dimension as follows:

Accuracy and Speed - 10 marks
Knowledge and Comprehension - 40 marks

Paper 02
(2 hours)
100 marks

This paper will comprise FOUR questions for a total of 100 marks.

The questions will assess candidates' ability to copy-type, prepare letters, manuscripts, tables, reports, business forms and creative displays.

Question one will be a timed ten-minute speed test.

Each question may differ in the level of skill required. Marks allocated for each question may vary according to the level of difficulty.

The marks will be allocated to two profile dimensions as follows:

Accuracy and Speed - 40 marks
Presentation and Use of Technology - 60 marks

SCHOOL-BASED ASSESSMENT**(40%)**

School-Based Assessment (SBA) This component of the examination is compulsory for all school candidates and will comprise the following:

Paper 031 (a) **Electronic Document Preparation and Management**
100 marks **Assignments**

This part of the School-Based Assessment will be worth 75 marks. *It will consist of three assignments testing:*

Accuracy and Speed - 30 marks
Knowledge and Comprehension - 15 marks
Presentation and Use of Technology - 30 marks

(b) Preparation of a Portfolio

Guidelines for the conducting of the School-Based Assessment component are presented on pages 18-28 of the syllabus.

This part of the School-Based Assessment is worth 25 marks to be allocated to the three profile dimensions as follows:

Accuracy and Speed - 10 marks
Knowledge and Comprehension - 5 marks
Presentation and Use of Technology - 10 marks

Paper 032
(1 hour 30 minutes)
100 marks

This Paper is the Alternative to the School-Based Assessment for private candidates. This component of the examination is compulsory for all private candidates and will test the same skills as those tested for in-school candidates. Paper 032 will, as far as possible, mirror the SBA in content, type of tasks and profile dimensions that are tested. The marks will be allocated as follows:

Accuracy and Speed - 40 marks
Knowledge and Comprehension - 20 marks
Presentation and Use of Technology - 40 marks

MARK ALLOCATION BY PAPERS AND PROFILE DIMENSIONS

	<i>Paper 01 Structured</i>	<i>Paper 02</i>	<i>Paper 03 SBA</i>			<i>Total</i>	<i>Profile Percentage</i>
			<i>Assignments</i>	<i>Portfolio</i>	<i>Total</i>		
<i>Accuracy and Speed</i>	10	40	30	10	40	90	36%
<i>Knowledge and Comprehension</i>	40	-	15	5	20	60	24%
<i>Presentation and Use of Technology</i>		60	30	10	40	100	40%
TOTAL	50	100	75	25	100	250	100
TOTAL %	20	40			40	100	

◆ REGULATIONS FOR RESIT CANDIDATES

1. Resit candidates must complete all the components of the examination.
2. Candidates who earned at least 50 per cent of the MODERATED scores for the SBA component at the previous sitting may elect not to repeat this component provided they rewrite the examination in the subsequent year.
3. SBA scores can be transferred once only, that is to the examination immediately following that for which the SBA scores were obtained.
4. Resit candidates may be entered through the Local Registrar and should on registration indicate that they are resit candidates and give their registration number from the previous year.
5. Candidates who obtained less than 50 per cent of the Moderated marks for the SBA component must repeat the component at any subsequent year and must fulfil the requirements for that year. Candidates may choose to do a new project or improve on the project done in the previous year.
6. Candidates repeating the SBA component must be entered through a school or other approved educational institution.

◆ REGULATIONS FOR STUDENTS FROM PRIVATE INSTITUTIONS

1. Candidates entered for the examination through private institutions recognised by the Council will be required to complete all the requirements of the syllabus.
2. Although the project is assessed in components in class, candidates are to be given the entire project. As candidates work on individual components in class they must be monitored by tutors in the institution and given feedback before the final assessment of that component. Tutors must also monitor candidates' project to determine the veracity of work submitted. Tutors should not accept projects which were not monitored during development. The marks recorded in the three components will be collated to form the final SBA mark for submission by April 30, in the year of the examination.
3. Candidates as well as tutors must retain a copy of the completed component as part of their portfolio.

◆ SECTION I: FUNDAMENTALS OF COMPUTING

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. define the computer;	<i>Electronic machine or device that accepts and processes data to produce information.</i>
2. identify types of computers;	<i>Mainframe, Minicomputer, Microcomputers including laptop, desktop, palmtop and other current devices.</i>
3. discuss the advantages and disadvantages of computer usage;	<i>Advantages and disadvantages of computer usage in terms of speed, accuracy, storage and reliability.</i>
4. explain the use of the various input devices;	<i>Keyboard, mouse, light pen, microphone, document scanner, character readers (OCR, OMR), barcode readers and other current devices.</i>
5. explain the use of the various output devices;	<i>Printer (impact and non-impact) types; line, page, laser, inkjet, dot matrix, monitors, speakers, multimedia projector and other current devices.</i>
6. list various types of storage media and their practical applications;	<i>Compact Disc (CD ROM), Digital Video Disc (DVD), Floppy Disk, Hard Disk, CD-RW Flash drives and Memory cards and other current storage media.</i>
7. distinguish between operating system software and application software;	<p>Operating System Software Programmes that co-ordinate the activities among computer devices. They contain instructions that allow the user to run application software.</p> <p>Application Software Programmes that perform specific tasks for users, including, word processing software, spreadsheet software, database management software, presentation software, and anti-virus software.</p>

SECTION I: FUNDAMENTALS OF COMPUTING [cont'd]

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
8. <i>describe ways of caring for computers and peripherals in the working environment;</i>	General care and physical protection of the computer:
9. <i>identify health and safety factors associated with computer use.</i>	Health <u>Ergonomics</u> <i>Effects of extended use.</i> <i>Inadequate lighting.</i> <i>Inappropriate furniture.</i> <i>Bad posture.</i> <u>Safety</u> <i>Overloading electric sockets</i> <i>Position of work stations</i> <i>Location of extension cords</i>

SECTION II: KEYBOARD MASTERY

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. <i>demonstrate competence in keyboarding techniques;</i>	Practise and develop speed and accuracy at the keyboard using proper touch keyboarding techniques on alphanumeric keys.
2. <i>demonstrate correct posture at the computer;</i>	Practise correct posture, arm reach, seat-height, Screen-to-eye-level contact.
3. <i>Demonstrate competence in the use of special keys;</i>	Apply special keys, for example, tab, escape, insert. Shortcut keys, for example, ctrl and alt; and Function keys, for example, F1.
4. <i>use correct spacing after punctuation marks;</i>	After full stop, comma, semicolon, colon, question mark, exclamation mark, apostrophe, parenthesis, quotation marks.
5. <i>interpret manuscript signs;</i>	Application of Manuscript Signs (See end of Syllabus for commonly used signs).
6. <i>use different types of headings;</i>	Main head, sub-head, shoulder, paragraph, marginal, and others; appropriate use of these headings.
7. <i>prepare typescript from manuscript or typed notes using accepted rules;</i>	Application of rules governing paragraphing (blocked, indented and hanging paragraphs), inset paragraph, abbreviations, typing of figures and ellipsis;
8. <i>apply appropriate language skills to produce a professionally finished document;</i>	Correct use of punctuation, grammar, spelling and knowledge of abbreviations;
9. <i>Type at a minimum speed of 35 words per minute.</i>	<i>Incorporation of all the skills in specific objectives 1 – 8 above.</i>

◆ SECTION III: INTRODUCTION TO APPLICATION SOFTWARE

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. <i>identify various types of application software;</i>	<i>Wordprocessing, Spreadsheet, Database Management and Presentation.</i>
2. <i>explain the purpose of a wordprocessor;</i>	<i>Instances in which wordprocessing should be used. Manipulation of text data. Illustration of the features of a wordprocessing application.</i>
3. <i>explain the purpose of a spreadsheet;</i>	<i>Instances in which spreadsheets should be used. Manipulation of numeric data; Illustration of the features of a spreadsheet application.</i>
4. <i>explain the purpose of a database management system;</i>	<i>Instances in which databases should be used. Electronic storage and manipulation of data in tables for easy retrieval. Illustration of the features of a database application.</i>
5. <i>explain the uses of a presentation software;</i>	<i>Instances in which presentations should be used. Presentations including delivery of lectures, speeches and reports. Illustration of the features of a presentation application.</i>
6. <i>determine the appropriate software to be used to perform specific tasks.</i>	<i>Selection of appropriate word-processing, spreadsheet, database management, presentation and other specialised software.</i>

◆ SECTION IV: USE OF APPLICATION SOFTWARE

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. <i>apply appropriate formatting features to enhance specific documents;</i>	<p>Guidelines for selection of: font types, styles, sizes, colour and effects for business documents, bold, <i>underline</i>, italics.</p> <p><i>Line spacing.</i></p> <p><i>Alignment.</i></p> <p><i>Bullets and numbering, margins.</i></p> <p>Symbols.</p> <p>Borders and Shading.</p> <p>Background, <i>watermarks.</i></p> <p><i>Endnotes, footnotes, headers, footers, page numbering.</i></p>
2. <i>edit various types of documents;</i>	<p>Proof-reading of documents and correcting errors on screen to produce a document suitable to be mailed.</p> <p>Application of techniques such as: cut, copy, paste, move, search, find and replace, add and delete, spelling and grammar check, thesaurus, font type; type over and insert mode.</p>
3. <i>prepare documents using tabulations;</i>	<p>Simple Tabulations</p> <p><i>Create column and row headings and oblique and vertical headings; apply borders.</i></p> <p><i>Table alignment on page.</i></p> <p><i>Sorting data in tables.</i></p> <p>Advanced Tabulations</p> <p><i>Using simple formulae; using spreadsheet or database software to perform predefined functions: Sum, Average, Minimum, Maximum; inserting charts and graphs, formatting of tables using % and \$; invoices, debit notes and credit notes.</i></p>
4. <i>create a database using a single table;</i>	<p>Create a database</p> <p><i>Populate database using no more than 5 fields; perform a simple query using one or two fields.</i></p>

SECTION IV: USE OF APPLICATION SOFTWARE [cont'd]

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
5. <i>create simple presentations using presentation software;</i>	<i>Presentations including the use of slides, transitions, timing, appropriate fonts, animations, layouts and graphics; effective communication.</i>
6. <i>integrate information to produce complete documents for dissemination.</i>	Documents created using objects or data from different application software, for example, <i>Mail merge, using an external data source.</i>

◆ SECTION V: BUSINESS DOCUMENT PREPARATION

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. <i>identify sizes and orientation of paper;</i>	<i>Size: Letter, Legal and customised sizes.</i> <i>Orientation: Portrait and Landscape.</i>
2. <i>identify types of stationery;</i>	<i>Full range of international sizes:</i> (a) A3 - 29.7 cm. x 42 cm. (b) A4 - 21 cm. x 29.7 cm. (c) A5 - 14.8 cm. x 21 cm. (d) A6 - 41.3 cm. x 5.83 cm. (e) B5 - 17.6 cm. x 25 cm. (f) C5 - 16.2 cm. x 22.9 cm. (g) DL - 11 cm. x 22 cm.
3. <i>select and use appropriate stationery for a given assignment;</i>	Letterhead, memo, copy paper, forms, labels, index cards, document covers and templates.
4. <i>produce letters using the most appropriate styles;</i>	Styles including blocked, indented, semi-blocked. <i>Short letter</i> , two-page, circular, with a table, with an inset, with enumeration, <i>prepare letterhead</i> .
5. <i>prepare envelopes and labels;</i>	Preparation of envelopes and labels using mail merge or any other method.
6. <i>prepare correspondence from skeleton notes and various media;</i>	Composition at the computer of notes, letters and memoranda, including audio messages.
7. <i>produce memoranda in various styles using appropriate stationery;</i>	Short, long, indented and blocked.
8. <i>prepare documents for meetings;</i>	Notice of meeting, agenda, minutes, and Chairman's agenda.
9. <i>manipulate simple graphics for insertion into a document.</i>	Graphics including graphs, charts, pictures.

◆ SECTION VI: SPECIALISED DOCUMENT PREPARATION

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. produce effective and creative displays, given a specific task;	<p>Simple Displays Centering and displaying work - columnar work, ruled and unruled, notices, menus, invitations, cards, one and two page programmes, flyers.</p> <p>Advanced Displays Flow Charts, organisation charts, graphs (linked and embedded), newsletters, 4/6/8 page leaflets.</p>
2. prepare different types of documents using appropriate formatting;	<p>Newsletters 4/6/8 page leaflets, reports, proposals, continuation pages, news and other forms of press releases.</p> <p>Legal documents Wills, leases, conveyance documents, agreements, endorsements and contracts.</p> <p>Technical documents Builder or Architect Specifications, Bills of Quantity <i>and scope of works</i>.</p> <p>Literary documents Plays for radio, theatre and television; actors' scripts; index cards.</p> <p>Financial statements <i>Trial Balance, Balance Sheet, Profit and Loss Statement, Income and Expenditure, Invoice, Bank Statement, Receipts.</i></p>
3. create a template for future use.	<i>Creating templates with or without the use of wizard and help options.</i>

◆ SECTION VII: ELECTRONIC COMMUNICATION

SPECIFIC OBJECTIVES	CONTENT
<i>Students should be able to:</i>	
1. discuss various types of electronic communication;	<p>Including:</p> <p>Telecommuting.</p> <p>Electronic Mail.</p> <p>Internet: World Wide Web.</p> <p>Social media (e.g. Internet forums, weblogs, podcasts).</p> <p>Social networking Services (e.g. Facebook, Twitter).</p> <p>Facsimile, multifunctional devices.</p> <p>Scan to mail, Scan to file;</p> <p>And any other current electronic communication.</p>
2. explain various features of e-mail;	<p>Including To, Cc and Bcc.</p> <p>Sending attachments.</p>
3. discuss the advantages and disadvantages of electronic communication media;	<p>Advantages and disadvantages including:</p> <ul style="list-style-type: none"> (a) speed of delivery; (b) cost; (c) sending to multiple recipients simultaneously.
4. compare other new and emerging communication technologies;	<p>Comparison of usage and features of emerging communication technologies, for example; Twitter, Facebook, smart-phones, blogging.</p>
5. discuss file organisation methods using e-mail;	<p>Storing and sorting mail by date, sender and subject.</p> <p>Contact list organisation.</p>
6. identify factors to be considered in the selection of communication media.	<p>Degree of urgency.</p> <p>Genre (oral, written, visual).</p> <p>Level of confidentiality.</p> <p>Location/time zone.</p> <p>Cost, efficiency, effectiveness.</p>

◆ SECTION VIII: DOCUMENT MANAGEMENT

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. <i>distinguish between a manual and electronic filing system;</i>	<i>Definitions and comparisons. Advantages and disadvantages.</i>
2. <i>identify types of documents used in data processing;</i>	<i>Source documents, turnaround documents and machine readable documents.</i>
3. <i>manipulate an electronic filing system;</i>	<i>Organisation of drives, folders and files in a hierarchical structure.</i>
4. <i>explain issues related to the integrity of files;</i>	<i>Overwrite protection, restricted access, virus protection and encryption, read only access.</i>
5. <i>discuss issues related to the security of files;</i>	<i>Use of passwords, firewall, disaster recovery mechanisms, for example, fireproof and waterproof storage, backup systems.</i>
6. <i>examine issues related to the retention of files;</i>	<i>Archiving, retention period and disposal; legal limit for retaining files.</i>
7. <i>explain methods for tracing document versions.</i>	<i>Traceability of document versions. Versioning: Successive versions of documents that change over time; Metadata: data stored on document, including date created, date modified, date accessed, owner, access privileges.</i>

◆ SECTION IX: ETHICS

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. explain the concept of intellectual property;	Intellectual property conceptualised as the protection of the rights of persons who produce, gather or disseminate ideas and information, including authors, singers and journalists.
2. describe the rights that are protected by intellectual property laws;	Rights that are protected Economic rights: the level of payment for use of the product by third parties. Moral rights: violating the integrity and reputation of the author through misrepresentation or misquoting of the work.
3. discuss ethical standards with respect to intellectual property;	The copyright concept Publishers or distributors as those who enter into agreements with producers to record, film or print the material and distribute it in ways that would secure the financial interests of producers and prevent the unethical use of the material. Consumers or users as those who have access to all types of information but must acknowledge the source or seek permission of the producer through the publisher, who may charge a fee under certain circumstances. Producers or owners as those who maintain ownership and control over their material and receive financial reward from the user, through the publisher.
4. explain the concept of plagiarism;	Plagiarism conceptualised as the use of someone's intellectual property without giving appropriate credit.

SECTION IX: ETHICS (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
5. list guidelines to avoid plagiarism;	Guidelines to avoid plagiarism Acknowledgement of references in text and bibliography, for example, use of referencing formats. Obtaining approval for other persons' work.
6. plan and order priorities to ensure acceptable standards of work;	Organisation of work and work station; submission of assignments; execution of effective time management; follow-up procedures.
7. demonstrate awareness of desirable habits and work attitudes.	Elements of desirable habits and work attitudes (a) Individual responsibility or working without supervision. (b) Willingness. (c) Meeting deadlines. (d) Team spirit. (e) Co-operation. (f) Recognition of diversity. (g) Courtesy. (h) Punctuality and regularity. (i) Good grooming. (j) Personal integrity. (k) Respect for others.

◆ GUIDELINES TO TEACHERS FOR THE CONDUCT OF SCHOOL-BASED ASSESSMENT COMPONENT

SCHOOL-BASED ASSESSMENT

(40%)

School-Based Assessment (SBA) is an integral part of student assessment in the course covered by this syllabus. It is intended to assist students in acquiring certain knowledge, skills and attitudes that are critical to the subject. The activities for the School-Based Assessment are linked to the Sections and should form part of the learning activities to enable the student to achieve the objectives of the syllabus.

During the course of study of the subject, students obtain marks for the competence they develop and demonstrate in undertaking their SBA assignments. These marks contribute to the final marks and grades that are awarded to students for their performance in the examination.

The guidelines provided in this syllabus for selecting appropriate tasks are intended to assist teachers and students in selecting assignments that are valid for the purpose of the SBA. These guidelines are also intended to assist teachers in awarding marks according to the degree of achievement in the SBA component of the course. In order to ensure that the scores awarded by teachers are not out of line with the CXC standards, the Council undertakes the moderation of a sample of SBA assignments marked by each teacher.

School-Based Assessment provides an opportunity to individualise a part of the curriculum to meet the needs of students. It facilitates feedback to the students at various stages of the experience. This helps to build the self-confidence of the students as they proceed with their studies. School-Based Assessment further facilitates the development of essential investigative and practical skills that allow the student to function more effectively in his/her chosen vocation. School-Based Assessment, therefore, makes a significant and unique contribution to the development of relevant skills of the students.

PAPER 031 represents the SBA component of the examinations in Electronic Document Preparation and Management. This component of the examination is compulsory and will consist of two activities, namely:

- (a) Electronic Document Preparation and Management Assignments;
- (b) *Preparation of a Portfolio.*

(A) ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT ASSIGNMENTS

This part of the School-Based Assessment will be worth *75 marks*. It will consist of **THREE** assignments testing each of the three profiles. The marks will be allocated as follows:

<i>Accuracy and Speed</i>	-	<i>30 marks</i>
<i>Knowledge and Comprehension</i>	-	<i>15 marks</i>
<i>Presentation and Use of Technology</i>	-	<i>30 marks</i>

SBA ASSIGNMENTS
SUGGESTED MARK ALLOCATION BY ASSIGNMENT AND PROFILE DIMENSION

TERM	ASSIGNMENT	PROFILE MARKS			
		ACCURACY AND SPEED	KNOWLEDGE AND COMPREHENSION	PRESENTATION AND USE OF TECHNOLOGY	TOTAL
Term III	Assignment 1	10	5	10	25
Term IV	Assignment 2	10	5	10	25
Term V	Assignment 3	10	5	10	25
		30	15	30	75

Using the guidelines which follow, these assignments will be prepared, administered and marked by the subject teacher(s) in the respective schools. Teachers will have the responsibility for the preparation of keys and mark schemes for the assignments which must be designed around the mark scheme provided in the syllabus. **Said samples of these assignments, keys and mark schemes MUST be submitted for moderation by the Caribbean Examinations Council.** Each assignment may differ in the time allocated and the skills required.

The mark allocation may vary according to the level of difficulty of each assignment.

ASSIGNMENT 1

In Assignment 1, students are expected to correct text from the author's original work which contains amendments and respond to printers' correction signs. Students are expected to present documents in a style consistent with universally accepted standards.

This assignment covers, but is not limited to the following sections of the syllabus: (I), (II), (III) and (IV).

ASSIGNMENT 2 INVOLVES ELECTRONIC RESEARCH

Candidates are expected to conduct research and present the findings electronically, using the skills developed.

This assignment covers, but is not limited to the following sections of the syllabus: (IV), (V), (VI) and (IX).

EXEMPLAR 2

This is for example purposes only and must not be reproduced as part of the SBA to be submitted.

As a travel agent, you wish to inform your clients which country in the Western Hemisphere had the lowest dengue fever infections in the last five years.

Obtain and summarise the information, prepare it for dissemination **via e-mail**; and state **all** sources in an appropriate bibliography.

OR

The class has difficulty obtaining information for Specific Objectives 4 to 6 of the new Electronic Document Preparation and Management Syllabus.

Obtain and summarise the required information from the internet and prepare it for dissemination to the class **via e-mail**; and state **all** sources in an appropriate bibliography.

Prepare the presentation, including the following:

- (a) difference between communication devices and communication media;
- (b) difference between operating software and application software;
- (c) the most common operating systems and the most common application software.

ASSIGNMENT 3 IS PROJECT BASED

Teachers can use scenarios (real or imagined) that will allow the students to use at various applications to design documents, such as, flyers, menus, invitations and newsletters which will enable them to engage their creative abilities.

This assignment covers but is not limited to the following sections of the syllabus: (III), (IV), (VI) and (IX).

EXEMPLAR 3

This is for example purposes only and must not be reproduced as part of the SBA to be submitted.

The Principal needs to present information to a group of caterers at an upcoming meeting about the type of foods required for the school for the next year. He/She has asked you to prepare the details of school meals favoured by the students in such a way that the group gets the message with impact and clarity.

You are to prepare the presentation.

OR

You are a teacher of the new and exciting CXC subject, Electronic Document Preparation and Management. In your school there are large over-head monitors for classroom presentations. You want to present the content of Section I, Objectives 1 to 3, to the class in a clear and interesting way using a Power Point or Lotus presentation.

Prepare the presentation, including the following:

- (a) definition of the term 'computer';
- (b) components of the computer system;
- (c) functions of various hardware devices.

The marks for the assignment are to be awarded as follows:

	<i>Accuracy and Speed [10 marks]</i>
<ul style="list-style-type: none"> • Communication of information in a logical way using appropriate grammar • Spelling • Punctuation • Capitalisation • Transposition • Contextual usage of words • Facts and details of information • References • Omitted or added words • Line ending hyphenation 	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>
	<i>Knowledge and Comprehension [5 marks]</i>
<ul style="list-style-type: none"> • <i>Description of all the components</i> • <i>Description of at least 50% of the components</i> • <i>Title page</i> • <i>Table of Contents</i> • <i>Bibliography</i> 	<p>2</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>
<i>Appropriate for Assignment 1.</i>	<i>*Presentation and Use of Technology [10 marks]</i>
<ul style="list-style-type: none"> • <i>Eyes on the copy</i> • <i>Eyes on copy but with some inconsistencies</i> • <i>Eyes consistently off copy</i> 	<p>2</p> <p>1</p> <p>0</p>
<ul style="list-style-type: none"> • <i>Body posture consistently incorrect</i> • <i>Body posture is correct but with some inconsistencies</i> • <i>Body posture incorrect</i> 	<p>2</p> <p>1</p> <p>0</p>
<ul style="list-style-type: none"> • <i>Arm and hand positions are correct</i> • <i>Arm and hand positions are correct, with some inconsistencies</i> • <i>Incorrect arm and hand position</i> 	<p>2</p> <p>1</p> <p>0</p>
<ul style="list-style-type: none"> • <i>Consistently correct key-stroking</i> • <i>Key-stroking is correct with some inconsistencies</i> • <i>Incorrect key-stroking</i> 	<p>2</p> <p>1</p> <p>0</p>

<i>Appropriate for Assignment 1. (cont'd)</i>	*Presentation and Use of Technology [10 marks]
<ul style="list-style-type: none"> Organised and efficient work habits Organised but not efficient work habits Disorganised work habits 	2 1 0
General Criteria	
<ul style="list-style-type: none"> Appropriate margins Tabulation Appropriate layout Appropriate alignment of work Appropriate line spacing Attractive style of presentation Creativity Appropriate use of emboldening, underscoring, lettering Appropriate font, font style, size Use of word art/graphics 	1 1 1 1 1 1 1 1 1 1

* The criteria for presentation and use of technology will vary with assignments; refer to other criteria for Presentation and Use of Technology on page 23.

An example of the teacher's records follows:

TEACHER'S MARKBOOK (Check List - Presentation and Use of Technology)

Name of Student	Eyes off copy	Eyes off & on copy	Eyes on copy	Posture incorrect	Posture mainly correct	Posture always correct	Hands/arms incorrect	Hands/arms correct with inconsistencies	Hands arms correct	Incorrect Key-stroking	Correct Key-stroking with inconsistencies	Consistently correct	Disorganised Habits (1)	Organised/not efficient	Organised and efficient	Mark Out of 10
Adams Jane		1		0					2		1				2	6
Chung Elaine	0				1			1		0				1		3
Drakes Justin			2			2			2			2			2	10
Emtage Nordia			2		1				2			2		1		8
Sandy Henderson		1				2			2			2			2	9
Singh Cyndra	0			0				1			1		0			2
Thorpe Linda		1				2		1				2		1		7

GUIDELINES FOR MARKING EXEMPLARS

Assignments must be placed on portable storage media along with the production of printed copies and presented to the teacher for assessment.

Exemplars have been given as guidelines. **This is for example purposes only and must not be reproduced as part of the SBA to be submitted.**

Mark scheme guidelines have also been given. The teacher may select the most suitable criteria for the assignment he or she administers. Additional criteria may be added where appropriate and marks awarded as suitable for the assignment. These marks must, however, add up to or be scaled to the totals given.

The basic strategy for assessing practical objectives in Electronic Document Preparation and Management comprise the following:

STEP I: Selection of the task and corresponding syllabus objectives

Selection should be done when the scheme of work is being prepared. The task selected should match a given syllabus objective (general or specific).

STEP II: Working out the criteria for assessing the three profile dimensions

This is the most critical step in the assessment process. To produce marks that are reliable, the marking must be consistent for all students. The teacher must be able to justify each mark awarded. This is only possible when there is a fixed set of factors or criteria to be assessed.

For each profile skill there may be many such criteria. The teacher may select any reasonable number of these, depending on the nature of the activity.

The following represent examples of general criteria which should be adjusted to suit specific activities assigned by the teacher. Ten per cent of the total SBA marks must be awarded for **communication of information in a logical way using appropriate grammar.**

PRESENTATION AND USE OF TECHNOLOGY

The following represents other examples of criteria which teachers may use to mark assignments under the Presentation and Use of Technology profile.

A. CRITERIA SPECIFIC TO CERTAIN TASKS

Electronic Mail

- Compose, edit and spell check
- Add attachments and web links
- Create and use an address book
- Save e-mail
- Send e-mail, including multiple recipients
- Print e-mail
- Forward e-mail
- Use copy features
- Organising and storage of e-mail

Internet

- Open a web browser
- Open a web page of known address
- Print a web page
- Use a search engine
- Netiquette

Power Point or Lotus Presentation

- Create, open, modify and save presentation
- Use templates or wizards to create a presentation
- Add slides or cards
- Insert text, format text or add text box
- Use toolbar or menus to apply formatting changes
- Insert or change slide or card design
- Navigate using scrollbar, slide sorter, menu, key commands
- Switch between different page views
- Rearrange order of slides
- Apply backgrounds and objects appropriately
- Use tools
- Save presentation
- Printing slides

B. PREPARATION OF A PORTFOLIO

This part of the School-Based Assessment will test the three profiles and will be worth 25 marks. Each candidate will be required to prepare a portfolio that should include samples of the candidate's best work as determined by candidate and teacher selection. These tasks should be attempted under the guidance of the subject teacher and may be repeated until the desired standard is achieved.

This part of the SBA is worth 25 marks and the marks will be awarded as follows:

Accuracy and Speed	-	10 marks
Knowledge and Comprehension	-	5 marks
Presentation and Use of Technology	-	10 marks

PURPOSE OF THE PORTFOLIO

The purpose of the Portfolio is to:

- (a) develop candidates' ability to produce work of a high standard;
- (b) compile samples of work that can be presented at job interviews;
- (c) provide an opportunity for the development of the creative talents of candidates.

STRUCTURE OF THE PORTFOLIO

- (a) Each document must be labelled clearly to indicate what is being demonstrated, for example, 'fully-blocked letter with a table using open punctuation'.
- (b) Each document should include the candidate's name.
- (c) Samples may be done in any order.
- (d) Examination samples should be arranged in the logical order, numbered and put together in a folder.
- (e) The folder should include a:
 - (i) cover page;
 - (ii) table of contents;
 - (iii) title page; and
 - (iv) bibliography listing the resources which the candidate used.

ELEMENTS OF THE PORTFOLIO

(a) Letters

- (i) *Two-page indented OR blocked style letter.*
[This will test the student's ability to produce multiple-page documents, for example, SBAs, thesis or reports with continuation pages.]
- (ii) *A circular letter OR form with a tear-off slip.*
[Testing insertion and use of symbols, use of leader dots, circular documents, form and form filling, for example, questionnaires in SBAs.]

(b) Manuscript

[A Report OR Specification OR Play (with Actor's part), OR Report].
[Testing page endings, continuation page reports, footnotes and endnotes, types of headings, margination, script formatting, font usage, superscript, subscript.]

(c) Tabular Work

An example of ruled tabulation with main heading and multiple columnar headings applying oblique or vertical heading; *sorting*.

(d) **Committee Documents**

- (i) A notice of a meeting with an agenda for a meeting.
- (ii) A chairman's agenda OR minutes of a meeting.

(e) **Display**

- (i) An invitation with a menu *OR programme* (a creative design should be used).
- (ii) A flow chart OR organisational chart (*with or without use of template*).

(f) **Legal Work**

- (i) A lease OR hire purchase agreement OR will with an endorsement.
- (ii) A contract of *employment*.

THE MARK SCHEME

The teacher will assess each piece of work presented to him/her for inclusion in the Portfolio on a criterion of MAILABILITY; and the candidate may make any number of attempts to achieve a mailable sample.

The following points are offered as guidelines that the teacher may use for assessing mail readiness.

- (a) Documents must be free of typographical errors.
- (b) Documents must be free of spelling errors.
- (c) Documents must be free of grammatical errors.
- (d) Documents must be produced according to accepted standard and document processing styles or techniques.
- (e) The content material must be completely accurate.
- (f) The typed material must comply with the rules regarding punctuation, capitalisation, word-division and the typing of numbers in figure or word form.
- (g) Documents which allow free scope in design or layout must be constructed to facilitate easy reading and/or efficient use.

The marks for the portfolio are to be awarded as follows:

	<i>Accuracy and Speed</i>
<ul style="list-style-type: none"> One mark for each of the ten documents typed accurately 	10
	<i>Knowledge and Comprehension</i>
<ul style="list-style-type: none"> Description of all the components 	2
<ul style="list-style-type: none"> Description of at least 50% of the components 	1
<ul style="list-style-type: none"> Title page 	1
<ul style="list-style-type: none"> Table of Contents 	1
<ul style="list-style-type: none"> Bibliography 	1
	<i>Presentation and Use of Technology</i>
<ul style="list-style-type: none"> Two-page indented OR blocked style letter 	1
<ul style="list-style-type: none"> A circular letter OR form with a tear-off 	1
<ul style="list-style-type: none"> Manuscript 	1
<ul style="list-style-type: none"> Tabulation 	1
<ul style="list-style-type: none"> A notice with an agenda 	1
<ul style="list-style-type: none"> Chairman's agenda or minutes of a meeting 	1
<ul style="list-style-type: none"> Invitation with a menu OR Programme 	1
<ul style="list-style-type: none"> Flow chart or Organisation Chart 	1
<ul style="list-style-type: none"> A lease or Hire Purchase or WILL with endorsement 	1
<ul style="list-style-type: none"> A Contract of employment 	1

RECORDING PROCEDURE

1. When a mail-worthy copy is produced the teacher will sign and date it at the bottom right-hand corner, and then put a tick (✓) in the corresponding position on the Assessment Sheet against the candidate's class number and initials.

If the work submitted by the candidate is NOT mail-worthy, but is included in the Portfolio, or if the candidate does not submit a sample, the teacher will put a zero (0) in the corresponding position.

2. The portfolio must contain only those tasks specified for assessment.
3. At the end of the assessment period the candidate's total score will be recorded in the grand total column at the bottom of the page.

LABELLING

Each portfolio must have a cover page that should indicate the subject, examination period, candidate's name/registration number, school and territory. This would facilitate the prompt return of a portfolio if CXC requests it for purposes of moderation.

◆ RECOMMENDED MINIMUM HARDWARE AND SOFTWARE REQUIREMENTS

It is the responsibility of schools presenting candidates for the examination to ensure that the required hardware and software are in place to achieve the syllabus objectives.

Recommended Hardware

A computer with the capabilities to run application software:

- (a) graphics must be installed;
- (b) a minimum of 1 Gbyte memory (RAM); and
- (c) hard disk with at least 512 Mbytes of free space.

Recommended Software

- | | | |
|----|------------------|-------------------------|
| 1. | Word processing: | Microsoft Word |
| 2. | Spreadsheets: | Microsoft Excel |
| 3. | Presentations: | Microsoft Power Point |
| 4. | <i>Database:</i> | <i>Microsoft Access</i> |

GUIDELINES FOR THE CONDUCT OF PAPER 02 AT EXAMINATION CENTRES

1. Examination centres should have sufficient computer workstations on the day of the Paper 02 examination to facilitate candidates who are registered to write the examination.
2. Candidates must be given a warm-up time of 20 minutes during which time they are required to familiarise themselves with the equipment and to report any perceived defects to the Invigilator.
3. The examination must begin with a timed ten-minute speed test (Question One). Candidates must be instructed to save their work at the end of the ten-minute period. The Invigilator must collect this question paper at the end of the speed test.
4. *Candidates are expected to attain a minimum of 35 words per minute in order to complete the speed test.*




◆ RESOURCES


◆ LIST OF COMMON ERRORS

In assessing the profile dimensions, Accuracy and Speed the following errors are penalised:

- typographical;
- grammatical;
- spelling;
- omission or insertion;
- incorrect insertion;
- inappropriate capitalisation;
- uninterrupted abbreviations;
- standard abbreviations;
- omission of punctuation marks;
- incorrect spacing in headings;
- transposition; and
- omission/insertion or insertion of text.

COMMON MANUSCRIPT SIGNS

<i>Stet</i>	wrong word or 
<i>Run on</i>	
<i>Lowercase</i>	<i>l.c. <u>Underline</u></i>
<i>Uppercase</i>	<i>u.c. <u>underline</u></i>
<i>New paragraph</i>	<i>NP, [or //</i>
<i>Indent</i>	<i>→</i>
<i>Line up (Align)</i>	
<i>Move to the left</i>	<i>←</i>
<i>Start lower on page</i>	<i>↓</i>
<i>Move up</i>	<i>↑</i>
<i>Insert</i>	<i>/</i>

Delete	\circ / π
Transpose	<u>1</u> 2
Initial caps	ini caps
Closed caps	cl. caps <u>closed caps</u>
Spaced caps	sp. caps <u>spaced caps</u>
Close up	close
Leave a space	#
Move the section in the balloon to the indicated position	O 

Abbreviations which are always used:

Open punctuation	Closed punctuation
eg	e.g.
etc	etc.
ie	i.e.
Messrs	Messrs.
Mr	Mr.
Mrs	Mrs.
Ms	Ms (full stop not necessary)
am	a.m.
pm	p.m.

Manuscript abbreviations which should be expanded:

accom	accommodation
advert	advertisement
a/c	account
approx	approximately
appt	appointment
bn	been
co	company
dr	dear
dept	department
ffly	faithfully
fr	from
hv	have
necy	necessary
ref	reference
sh	shall
shd	should
sin/sinc	sincerely
th	that
w	with
wl	will
yr	year/your
yrs	yours

Days of the week (for example Mon. Tues.) and months of the year (for example Jan. Feb.) should be expanded.

◆ GLOSSARY

Aligning	A data item residing in a cell will usually be aligned in one of three positions within the cell, namely left-align, right-align or centred.
Automation	Computer control of machines and processes.
Backing storage	Memory external to the computer used for storage of large quantities of data or large programs. Backing store is also known as secondary store, auxiliary store or external store.
Bit	An acronym for binary digit. It can have a value of 1 or 0.
Border	In printing a spreadsheet certain groups of column or rows may be designated as left or top borders to ensure that the information they contain will appear on all pages of the print-out.
Bulletin board	An electric equivalent of a conventional bulletin board. It is used as part of a communication network where users can post messages, read messages posted by other users, communicate with the system operator and upload or download programs.
Byte	A group of eight bits, usually representing a single character.
Character	One of the set of symbols that may be represented in a computer. Characters may be letters, digits and symbols.
Computer	Electronic machine or device that accepts and processes data to produce information.
CPU	Central Processing Unit.
Database	A collection of data files that may be used by a number of applications with storage and access to the data controlled by a set of programs known as Database Management System. (DBMS)
Database Management System	Programs and database files that allow timely and easy controlled access to data by a number of users.
Down-load	Process whereby programs or data are transferred via communications channels, from a computer and stored on media located at the user's computer.
Dry-run	A manual traversal of the logic of a program.
Electronic mail	Mail or messages transmitted electronically by computers via communication channels. It is usual for such messages to be held in a central store for retrieval at the user's convenience.

Glossary (cont'd)

Field	(1) A section of a record containing data relating to one attribute of an entity.
	(2) Part of a machine instruction containing an operation Part or address.
Floppy disk	A flexible magnetic coated disk, commonly used with microcomputers, on which data can be stored magnetically.
Font	A family or collection of characters (letters, punctuation marks, numbers and special characters) of a particular size and style.
Hardware	The physical components of a computer system such as the computer itself, input, output, and storage devices.
Home page	The file available for access at a World Wide Web site intended chiefly to greet visitors, provide information about the site, and direct them to other sites with more related information.
HTML	Hyper Text Markup Language. A markup language used to structure text and multimedia documents used extensively on the World Wide Web.
HTTP	Hyper Text transfer Protocol. A protocol used to request and transmit files, especially Web pages and Web page components, over the Internet or other computer network.
Immediate access storage	The memory within the central processor. Also referred to as internal use or main store.
Indexing	Creating a secondary file which contains pointers to items in an associated database file and allows rapid location of records in the file.
Information	Meaningful knowledge produced from raw data files.
Information retrieval	The process of retrieving specific information from data files.
Integrated package	This package combines several applications in a suite of programs. Most of these packages combine a word processor; spreadsheet and database program. Data is shared easily between these integrated programs.
Interactive processing	A processing system that allows “dialogue” between computer and user.
Internet	The Internet is the largest computer network system in the world. It consists of many smaller networks connected together around the world. The Internet is often called the information superhighway or cyberspace.

Glossary (cont'd)

Invoke	Process of starting up a program by using its name (or selecting its icon).
Joystick	An input device that uses a lever to control cursor movement or graphic images.
Justification	This is the adjustment of alignment of one or more lines of text with a particular margin, for example, alignment with the left margin, the right margin or both. The term justification often is used to refer to full justification of the alignment of text along both margins.
Keyboarding	The process of rapidly and accurately entering data into a computer via the keyboard as an input device.
Key-to-disk	Keyboard entry of data directly to magnetic disk without previous preparation on another medium.
Kilobyte	One thousand and twenty four bytes.
LAN	Acronym for Local Area Network. A type of computer network where two or more computers are directly linked within a small area such as a room or building site. A common characteristic of this system is that computers are linked by direct cables rather than by telecommunication lines.
Light pen	A light-sensitive input device which when it touches the screen detects the presence or absence of light. It is used to select an entry or indicate a position.
Magnetic disk	A mylar (floppy disk) or metallic (hard disk) circular plate on which electronic data can be stored magnetically. Suitable for direct or random access data storage and retrieval.
Magnetic tape	A storage medium consisting of a flexible plastic strip of tape covered with magnetic material on one side, used to store data. It is available in spools or cassettes.
Mail-merge	A facility found in full fledged word processing programs that draws information from a data source, usually a mailing list, to print multiple copies of a document. Each copy contains some common text but each bearing different addresses.
Main-memory	See immediate access storage.
Mainframe	A large-scale computer with a variety of peripheral devices, a large amount of backing store and a fast CPU. The term is often used in comparison with a smaller or subordinate computer. It should be noted that there is no clear dividing line between mainframes and minicomputers.

Glossary (cont'd)

Margins	Space provided to the left, right, top and bottom of a page of text or data.
Menu	A screen listing commands of action or alternatives to lead the user through an interactive program.
Menu-driven	The characteristics of a software program that provides the user with a menu.
Merge	The combination of two or more files on the basis of common field (key field).
Microcomputer	A computer based on a microprocessor.
Microfiche	An output medium consisting of microfilm sheets. Very high density storage can be attained using this method of storage.
Microfloppy disk	Refers to 3.5 inch floppy disks. They are housed in rigid plastic casing having a sliding shutter which automatically closes when the disk is received from the disk drive.
Microprocessor	A single chip which contains the arithmetic/logic unit (ALU) and the control unit (CU).
Minicomputer	A computer whose size, speed and capabilities lie between those of a mainframe and a microcomputer.
Modem	Acronym for modulator-demodulator. A device that converts signals from analogue to digital and vice versa. A modem lets computers exchange information through telephone lines.
Monitor	A television-like device used to display data.
Mouse	An input device that controls the movement of the cursor. The cursor moves in response to the movement of the mouse on a flat surface.
Natural language processing	The availability of the computer to understand and translate a natural language, like English, into commands to perform a given operation.
Network	A network is a group of connected computers that exchange information and share equipment.
Numeric	Data comprising digits on which mathematical operations can be performed by a computer system.
On-line	A processing technique whereby terminals and other peripherals are connected to and controlled by the central processor. It provides the means for using computers on the basis of time sharing, on-line data input, interactive conversational-mode processing, random enquiries and for real-time processing.

Glossary (cont'd)

Operating system	A set of programs that control and supervise the resources of a computer system. It also acts as an interface between the user and the computer.
Peripheral	Any hardware device connected to and controlled by the central processing unit (CPU).
Plotter	An output device specially designed to produce a hard copy of graphical data.
Point of sale terminal	A device that reads data at the source of a transaction, for example, a supermarket checkout and stores it for subsequent transmission directly to the computer system for processing.
Printer	A device specially designed to produce a hard copy of computer output.
Protocol	A set of rules and procedures controlling the transmitting and receiving of data so that different devices can communicate with each other.
Real-time	A processing mode in which the passage of real-time is critical to the application.
Register	A permanent location in the internal memory of a processor used for the temporary storage of data during processing operations.
Record	A collection of fields on data related to one entity.
Resolution	A characteristic of a monitor's screen, determined by the number of pixels that can be displayed by it.
Scrolling	The act of shifting the contents of the screen up or down. In upward scrolling the lines formerly appearing at the top of the screen are "scrolled away", those below are moved up and new lines of data which exist below those formerly on screen now come into view. In downward scrolling the reverse takes place. Scrolling usually proceeds a line at a time, (may be facilitated on some computers by use of a scroll-on/off key) in combination with up and down cursor movements. Scrolling may also be performed sideways to the left or right using left and right cursor movements.
Search	Process of locating data in a database file by reference to a key field(s) in the records.
Sector	A pie-shaped division of each disk track.
Simplex	A transmission system that allows data transfer in one direction only.

Glossary (cont'd)

Social media	Social media is a social instrument of communication that allows the creation and exchange of user-generated content. Social media websites include sites for Social networking (for example Facebook) and sites for Social Photo and Video Sharing (for example YouTube, Flickr).
Software	A collection of programs, procedures and routines which direct the operations of a computer.
Software package	A fully documented program or set of programs generalised and designed to be used with little or no modification.
Sort	Pre-distribution of data into an order on the basis of the contents of a key item (sort-key).
Source document	A document used for the initial recording of data relating to business transactions. Very often source data needs to be converted into machine-sensible form, for example, punched cards or paper tape, before it can be processed by a computer.
Spell-check	A dictionary feature associated with a word processor which allows the user to easily detect and correct errors in spelling. One can add new words to the dictionary so that the latter may grow with usage.
Syntax	A set of rules defining the structure of a computer program.
Telecommunication	The process of transmitting data between devices using transmission facilities such as telephone lines or microwave links.
TCP/IP	TCP/IP stands for Transmission Control Protocol/Internet Protocol. This is a common set of rules that govern communication among computers.
Telecommuting	A method of working where an off-site employee uses computer and a communication channel to communicate with the office computer.
Telemarketing	The employment of telephone lines and computers to market products and manage accounts.
Template	A pre-developed page layout in electronic or paper media used to make new pages with a similar design, pattern, or style.
Terminal	The combination of a monitor and keyboard to input and check data and to view output. A terminal does not necessarily include a processor.

Glossary (cont'd)

Touch terminal	Also called a touch screen. A device that allows data to be input by touching a screen with the finger or other object. The surface of the screen consists of a number of programmed touch points each of which may trigger a different action when selected by the user.
Track	The path on a tape, disk or drum on which data is stored. On a disk these paths are concentric circles; on a tape there are several tracks parallel to the edge of the tape; on a drum there are bands of equal size along the circumference of the drum.
Turnaround	A document which, after being output by the computer, can be used to record data.
Up-load	Process of reading data from a user's computer storage and sending it to another computer via communication channels.
URL	Each page on the Web has a unique address called the Uniform Resource Locator (URL)
Usenet	Short for Users Network is the largest discussion forum in the world. Usenet allows people with common interest to communicate with one another.
Validation	A checking process in a program which is aimed at finding out if data is correct, meaningful or secure. Validation should be carried out on any data that is entered from the keyboard, even when this is simply a Y or N response.
World Wide Web (WWW)	The World Wide Web, commonly referred to as "the Web", is a graphical easy-to-use system of interlinked files on the Internet.
Web page	A document on the World Wide Web, consisting of an HTML file and any related files for scripts and graphics and often hyperlinked to other Web pages.
Web site	Set of interconnected Web pages, usually including a home page, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organisation.
Web browser	A programme which lets you view and explore information on the World Wide Web. Examples of popular web browsers are: Microsoft Internet Explorer, Mozilla Firefox and Google Chrome.

Western Zone Office