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## 1A

### Set up a safe workspace

When developing keyboard skills, you need to be sure that you are following any legislation or guidelines that governments have put in place. You don't have to know all the laws, but you do need to know the types of things you must comply with, as your organisation can be held liable for any difficulties that arise if you have not followed procedures correctly.



### Understand legislation

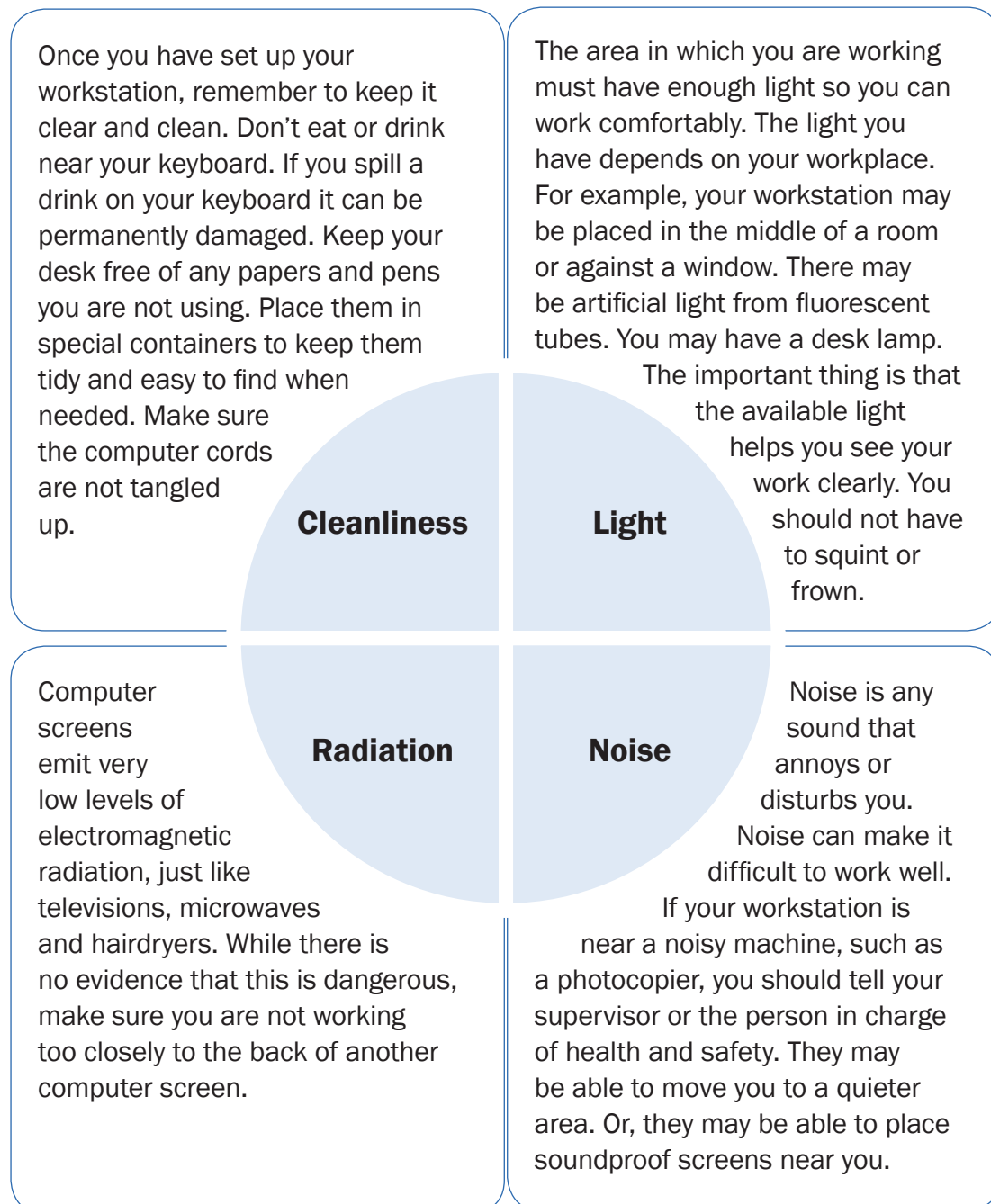
Work health and safety (WHS) is important to your work role. Under state and territory WHS legislation (laws) your employer is obliged to provide you with a safe workplace. Equally, you are obliged to work in a safe manner; for example, make sure you follow safety directions when using equipment; set up a safe workstation; and notify your supervisor if work demands are causing you stress.

Other legislation that may be relevant to you in your work is anti-discrimination legislation, which requires you to treat everyone the same regardless of age, gender or background.

These and other requirements will be part of your workplace policies and procedures, so if you follow these, then you are complying with the legislation. However, when you are carrying out your work requirements, always check to ensure you have considered these aspects.

## Check that the area is safe for working

There are a number of checks that can be regularly undertaken to ensure that an area is safe for working. The following list describes four checks that are appropriate for a computer work station.



## Vary your work

It is a good idea to vary your work as much as possible. Try not to continue doing the same activity for too long.

For example you could do a bit of typing, and then do some photocopying. You may be able to do another task where you have to walk around the office. Or, you may need to tidy your desk or your files. Consider the various tasks you have to do and avoid doing any of them for too long a time, especially typing.



## Use equipment to help

You can get mouse pads with a raised section that supports your wrists. Ask your supervisor if it is possible for you to have one of these.

If your neck aches because you are bending down to look at work, a document holder can help. It sits on your desk and holds the pages upright. Because it is not lying flat on your desk, you don't have to bend your neck to see the pages.



You have already read about anti-glare screens. You may need one of those. If you get eyestrain from working on the computer, you may also need to get your eyes checked. Some people use glasses just for computer work.

## Part B

Read the case study, then answer the questions that follow.

### Case study

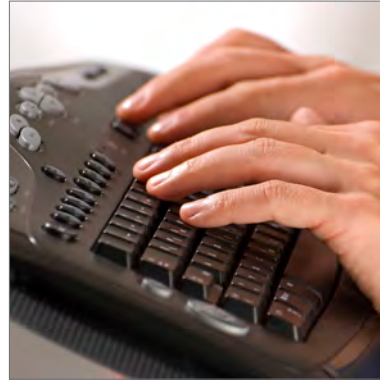
Jim has a problem with the way he places his documents. He is typing a copy of each document and there are lots of pages. He has the documents he is copying flat on the desk to his left. This means that he is constantly turning his head to look at the documents and then turning back to the monitor. He soon finds that he is stretching too much. This causes muscle strain in his neck.

1. What could Jim do to help ease his neck pain?

2. What piece of equipment might help Jim when he is typing and copying documents?

## The alphabet and 'home' keys

There are three rows of alphabet keys. These keys have the letters of the alphabet and some important punctuation keys. Knowing how to use these keys is very important. The 'home keys' are the keys in the middle of the keyboard. They are called home keys because this is where your fingers should always return to as you type.



## The number keys

Typing numbers is an important part of keyboarding. You use them when you are typing the date, an address or a phone number. You will use them a lot if your job involves a lot of figures or financial information.

Numbers are found in two places on the keyboard:

- Above the alphabet keys
- On the right side of the keyboard

You should use the number keypad on the right side of the keyboard if you are typing mostly numbers. It is much faster than using the numbers at the top of the keyboard.



*... continued*

4. Using the Shift key, what other key would you press to get a percentage sign?

5. Using the Shift key, what other key would you need to press to get the dollar sign?

6. When would you most often use the @ sign?

7. Where is the Escape key on the keyboard?

8. How many Control keys are there on the keyboard?

9. If you press a function key, will you produce a symbol of any kind?  
What is the purpose of a function key?

## Use the top alphabet row

To use the top row of the alphabet keys, keep your fingers resting on the home keys and move them up to press the keys you need.

Your little finger and the next two fingers move to the keys immediately above them. The two index fingers reach up as well as across to touch the keys.



## Use the left-hand keys

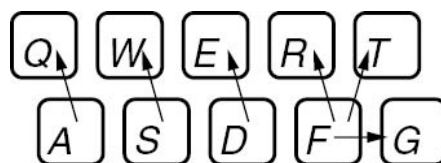
Using your left hand, reach the keys in the row above the home keys as follows:

The F (index) finger reaches up to R and T and across to G.

The D finger reaches to E.

The S finger reaches to W.

The A finger reaches to Q.





## Use the shift key

Holding down the Shift key lets you make capital letters. This key is on both the left-hand and right-hand sides of the keyboard.

When you are typing capital letters you can choose which Shift key you will press.

Here are the techniques for typing capital letters.

| Typing capital letters  |
|---|
| If you are typing any of the letters on the left-hand side of the keyboard, use the little finger of your right hand to press the Shift key to get a capital letter.                    |
| If you are typing any of the letters on the right-hand side of the keyboard, use the little finger of your left hand to press the Shift key to get a capital letter.                    |
| If you need to type a word or sentence in capital letters, press the Caps Lock key to keep the letters set on CAPITALS. Press this key again if you no longer need to type in capitals. |
| You also use the Shift key when you want to type a symbol or mark on the upper part of the key, such as a question mark or dollar sign.   |

### Example: Jim's practice drill using the shift key

Jim practises the following drill. He remembers to press the Shift key to type the signs. He looks straight ahead at the computer screen.

trudywalls@ossmail.com.au

3 boxes @ \$10 a box

85% of teenagers enjoy going to the movies

Perry & Sons

The sales figures (city and country) were up by 15% this month.

25 + 81 = 106

## Use the function keys

Earlier in this chapter you read about some function keys. These keys are at the top of the keyboard. You can save time by using these keys to do things quickly. It is a good idea to test out the function keys on your computer keyboard to learn exactly what each one does.



... continued

11. Practise the number drills that Jim was doing, using both hands.

|     |     |     |     |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 108 | 199 | 123 | 105 | 199 | 188 | 230 | 434 | 106 | 453 |
| 239 | 128 | 189 | 143 | 172 | 234 | 875 | 677 | 972 | 561 |

Press the Num Lock key on the numeric keypad to practise the number drills that Jim was doing, using only your right hand.

|     |     |     |     |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 108 | 199 | 123 | 105 | 129 | 188 | 230 | 434 | 106 | 453 |
| 239 | 128 | 189 | 143 | 172 | 234 | 875 | 677 | 972 | 561 |

12. Practise the shift key drill Jim used. Be sure you are using the correct hand to reach the sign keys.

- trudywalls@ossmail.com.au
- 3 boxes @ \$10 a box
- 85% of teenagers enjoy going to the movies
- Perry & Sons
- The sales figures (city and country) were up by 15% this month.
- $25 + 81 = 106$

## Improve your accuracy

Being accurate means not making any mistakes. When you first start touch-typing you will make many mistakes because you are unsure of the keys.

Sometimes the material you are given to type may not be clear. Ask the person who has given you the task exactly what they mean. Some people's handwriting is also difficult to read.

Common typing mistakes include:

- mistyping a letter; for example, setvices instead of services
- leaving out a letter; for example, seviles instead of services
- typing letters out of order; for example, Golbal instead of Global
- adding too many spaces between words; for example, Global Express instead of Global Express
- typing words together; for example, GlobalExpress.

### Example: Jim concentrating on speed and accuracy

Jim can now touch-type 26 words per minute without making a mistake. He knows how important it is to be accurate, especially with addresses. He realises it is bad manners to type a person's name incorrectly. The next time he is given a letter to type, he concentrates on both his speed and accuracy.

However, Jim can't understand two of the words in the note that Ian wrote very quickly. The name looks like 'MacBeth' and another word looks like 'detail'. He is not sure so he checks with Ian to find that the name is 'Macbeth' and the word in the sentence should be 'I am sorry for the delay in the catalogue'. He is glad he asked for assistance.



## Part C

1. Circle 'Left Shift Key' or 'Right Shift Key' to show which Shift key you must hold down for the following capital letters:

|   |                |                 |
|---|----------------|-----------------|
| A | Left Shift key | Right Shift key |
| T | Left Shift key | Right Shift key |
| Z | Left Shift key | Right Shift key |
| P | Left Shift key | Right Shift key |
| O | Left Shift key | Right Shift key |
| J | Left Shift key | Right Shift key |
| E | Left Shift key | Right Shift key |
| M | Left Shift key | Right Shift key |
| N | Left Shift key | Right Shift key |
| Q | Left Shift key | Right Shift key |
| G | Left Shift key | Right Shift key |
| C | Left Shift key | Right Shift key |

## 3A

### Proofread your work

When preparing documents in your workplace you are required to meet certain standards. In addition to maintaining a safe, productive workstation, other standards you will be asked to meet include those related to speed, accuracy and overall presentation.

### Workplace requirements

Generally, workplaces have certain benchmarks in relation to the timely production of documents or other keyboarding tasks.

Depending on your role and your workplace, you may have to meet certain minimum requirements for speed and accuracy. For example, in an office where high volume output is required, the minimum standard may be 80 wpm with 90% accuracy. In contrast, you may have a general office role where good keyboard knowledge is enough.

Other aspects of your work role will typically require communication, literacy and problem-solving skills. Be clear about who it is you report to; usually this is the person who provides you with your work instructions. It is likely that they are also the person to whom you direct any questions or concerns and are the source of feedback about your work performance.



## Example: correct spelling and grammar

Follow these steps using Microsoft Word.

1. Select the Review tab.
2. Select Spelling & Grammar. (You can get to this with the F7 shortcut key too.)



3. The computer highlights incorrectly spelled words in red.
4. Look at the words in the Suggestions box. Select the correct one and then select Change.
5. Press Enter to continue the spellchecker.

Don't rely on the Spelling & Grammar check for people's names and addresses. This is because people's names and addresses do not have standard spelling that is entered into the computer program. When this happens, select Ignore, instead of Change. Of course, you must also check people's names and addresses against the document you have copied.

This function makes it easy to check for incorrect spacing. For example, you may have typed an extra space between words or pressed Enter twice and made too big a space between paragraphs.

After checking on-screen for a while, your eyes may become tired and you can miss things. This is another reason why you should also check your hard copy.

### Example: Jim's spelling and punctuation checks

Ian explains that Jim must get into the habit of always reading his work to make sure documents are well presented. They must be free of spelling and punctuation errors.

Ian asks Jim to type the following notice to all staff and check his work before giving it to him.

Jim copies the document that Ian gives him. He then checks his work to find that he has made a few mistakes.

Can you see the errors Jim made?

#### **Instructions to staff**

##### **Global Express Mailing Services**

Copmanies often inquire about the mailing service we can provide to customers.

It important to tell customers that we offer a comprehensive list of services.

Under no no circumstances should you discuss prices with customers as rates differ according to the needs of the customer.

Please refer all queres with regard to prices to Sam sherworth, the Sales and Marketing Manager.



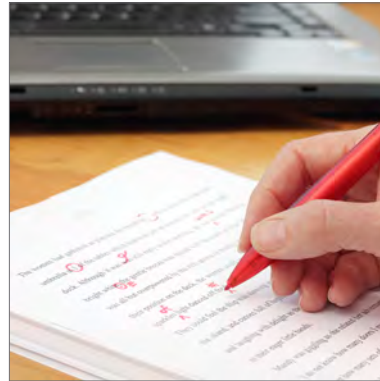
## Check the final printed (hard) copy

Once you have found your mistakes and corrected them, you can print a copy of the document.

Your job now is to proofread the hard copy of your work. This is similar to on-screen checking, except you can use a pen to mark any mistakes you find.

You must also check your document against the original handwritten or typed document that you were given to copy.

Before you start, make sure your desk is clear. You need enough room to turn over the pages of both documents. You should be seated comfortably with sufficient light. Have a ruler and red pen handy.



## Read your work one final time

Now read the document a second time slowly and carefully. Check it against the original document. Make sure any names are correct. Make sure the paragraphs are in the correct place. If you find a mistake, circle it in red ink.

When you have finished checking, make the corrections on the computer copy. Then print out a final copy to give to the person who has given you the task.



## Summary

1. Proofreading means checking a document for errors.
2. You need to check for spelling errors, wrong word errors, punctuation errors and incorrect layout on screen.
3. The computer Spelling & Grammar check is useful, but if you have typed another real word by mistake it will not highlight it.
4. After you have checked the document on screen, you should print it.
5. Proofread your printed document against the document you were copying.
6. After proofreading the hard copy, make any corrections on the screen copy then print out the final copy.

4. What type of errors did Jim make? Read the list of errors below and tick the ones Jim made.

| Type of error                | Tick if Jim made this type of error |
|------------------------------|-------------------------------------|
| Letter repeated              |                                     |
| Letter left out              |                                     |
| Space left out               |                                     |
| Word repeated                |                                     |
| Extra space typed            |                                     |
| Word left out                |                                     |
| Letters the wrong way around |                                     |