Contents

1A Adjust your workspace to suit ergonomic requirements

The aim of ergonomics is to reduce the risk of accidents, injury and ill health by applying safe work practices. Ergonomics is about creating comfortable working conditions by adapting workstations, tools and equipment to an individual worker's needs. It also improves performance and productivity in the workplace. Ergonomics covers all aspects of working, from physical stresses such as sitting at a workstation all day to environmental factors such as noise, air-conditioning and lighting.

Set up your workstation

A workstation includes a computer, screen, keyboard, mouse, desk and chair. How your workstation is designed can affect your health and wellbeing. Several physical problems can result from poor workstation design; for example, lower back strain may result from sitting in a chair that does not support your back. Below are some guidelines for setting up your workstation to be ergonomically efficient.

Chair

Adjust your chair height so that your feet are flat on the floor, your thighs are horizontal and your lower legs are vertical to the floor.

Adjust the backrest by raising it to the maximum height and then lower it until it fits the curve of your lower back. If this is not comfortable, lower it another couple of centimetres. Continue this until a comfortable position is found. The backrest should support your lower back.

The backrest may also be adjusted backwards and forwards. When seated in your usual working position, move the backrest until it exerts a gentle pressure on your lower back. Make sure there is at least two centimetres of space between the front of the seat and the back of your knees. Armrests should be positioned so that they do not interfere with carrying out your tasks.

Screen

Once you have adjusted your chair and desk, you can position your screen. Adjust it so that the top of the screen is level with or slightly lower than your eyes. If you can't adjust the screen to the correct height, place the screen on a platform.

The screen should be at least 50 centimetres or an arm's length away from your seated position to minimise radiation exposure; however, you should always adjust the position of the screen to suit you. It is best to position the screen so that you can clearly read the text without leaning forward, twisting your neck, or looking too far upwards. Also take surrounding factors into consideration, such as reflection, glare and shadow, when positioning your screen.

Workstation features

The features of an ergonomic workstation are highlighted in the diagram below. Some features of the workstation may vary depending on the type of computer work being performed. Graphic work may require the use of a pen tool, and multiple monitors are commonly used for a variety of digital work.

Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.
Top line of sight	The viewing distance should be between 400 mm and 700 mm.
Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.

Topic 2
Identify and develop keyboard skills

Keyboard speed and accuracy are essential skills for workers who regularly use a computer to enter text and numerical data. Once you have a fundamental understanding of the keys and the way your keyboard is set out, it's important that you apply the correct typing technique. Typing using both hands and without looking at the keys helps you work quickly and easily. Your speed and confidence will increase with practice.

An organisation's image is often reflected in the style and quality of printed material, so you must make sure your work is free from errors and that you follow organisational guidelines. Attention to detail and knowing how to check and amend your work before presenting it are crucial skills that will make you a valuable employee.

In this topic you will learn how to:

2A   Identify and apply keyboard functions

2B   Apply touch-typing techniques

2C   Develop appropriate speed and accuracy

Standard PC keyboard

Below is a schematic diagram of a standard PC keyboard.

the **Enter** key that moves you to the next line

Arrow keys to help you move around the document

function keys

the **Space** bar

numbers and symbols

the home keys

the **Shift** and **Caps Lock** keys to make the letters into capitals

the alphabet keys
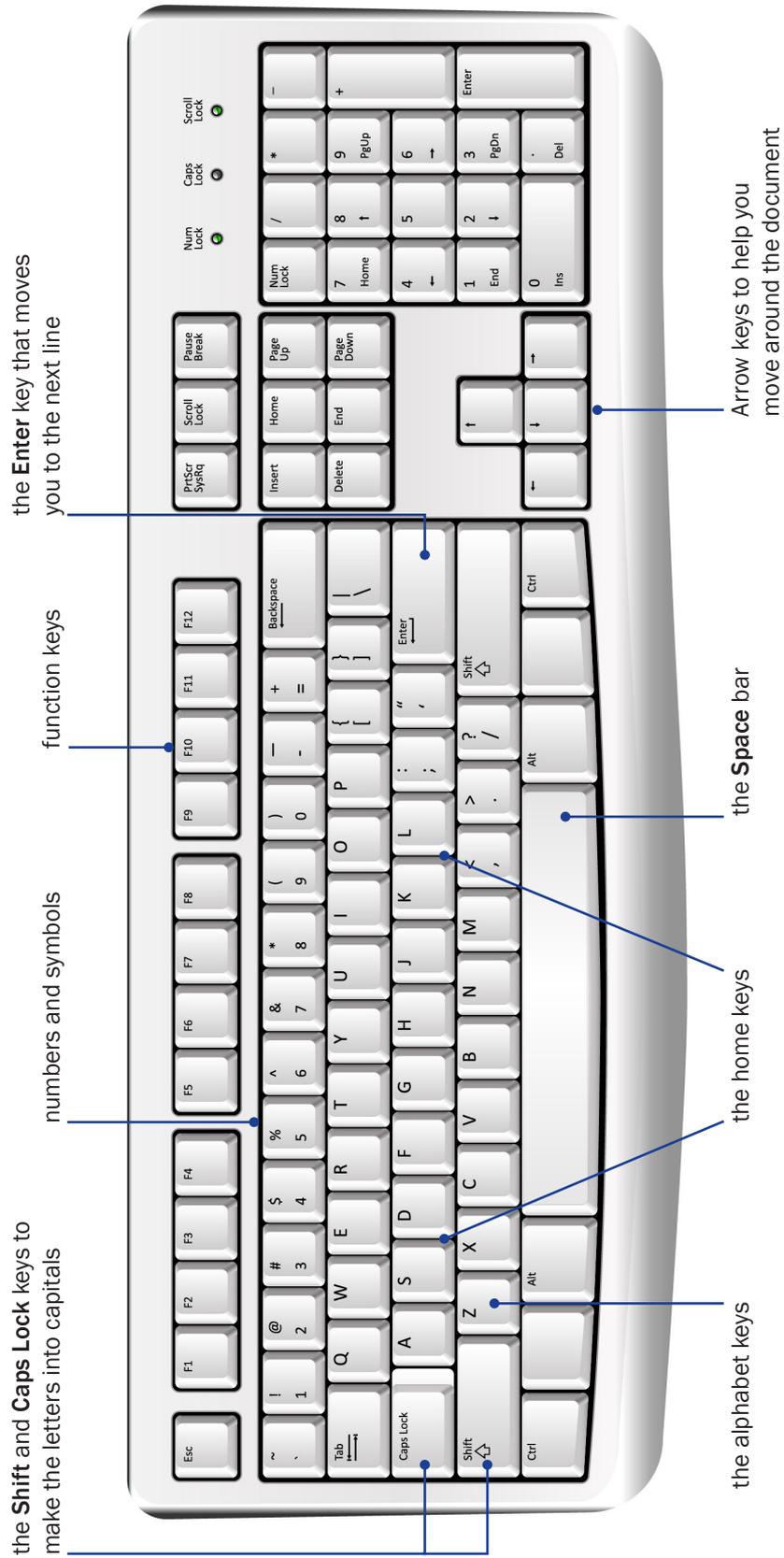
Key in a full stop

The full stop (.) is on the bottom alphabet line. It is reached by using the little finger on the right hand.

Key in a comma

The comma (,) is on the bottom alphabet line. It is reached by using the index finger on the right hand.

Key in a question mark

The question mark (?) is on the bottom alphabet line. It is reached by using the little finger on the right hand while holding **Shift**.

Use the alphabet rows

Your fingers should always rest on the home keys (the middle alphabet row). Each finger is assigned to specific keys; they should only touch the keys above and below them. For example, the little finger on your left hand should touch A, Q and Z; the index finger on your right hand touches J, U, M, and can reach across to N, H, and Y. The alphabet rows also have other keys you need to be familiar with; these are discussed in the section on specific function keys.

Study the keyboard then practise moving your fingers up, down and across without looking at the keys. At this stage you should concentrate on keying in the correct words without error, and without looking at the keyboard.

Work with numbers and associated symbols

Numbers are used for dates, addresses, telephone numbers, data and statistics. You'll use them when preparing reports, entering information into a database, writing letters, sending out surveys, developing spreadsheets, working with graphs and charts, and working with financial records such as budgets and invoices.

Numbers are found in two places on the keyboard: above the alphabet keys and on the right side of the keyboard. If you are typing mostly numbers (for example, entering data on a spreadsheet or database), you should use the number keypad on the right side of the keyboard because it is much faster than using the numbers at the top of the keyboard.

If you are using the numbers above the alphabet keys, then from the home keys, reach up to the top row using the fingers on your left hand to press the number keys 1, 2, 3, 4, and 5. Use the fingers on your right hand to press the number keys 6, 7, 8, 9, and 0.

Other symbol keys

You need to be familiar with the other symbol keys on the keyboard. Some of these are located above the numbers on the top row. You make nearly all these symbols by pressing the **Shift** key with your little finger and the symbol key with the correct finger.

You do not have to use the **Shift** key for the symbols - and = on the right-hand side of the keyboard or the ` mark on the left-hand side.

There are also symbols on the right-hand side of the top alphabet row. Remember to use either the right or left **Shift** key to type these symbols on the upper part of the key. You do not have to use the **Shift** key for the symbols on the lower part of the keys. Here is a list of these symbols with a description and some examples of their typical use.

!	**exclamation mark**
	Used to emphasise a point; for example, 'Unless profits increase by more than 20 per cent in the next quarter, the company will have to consider a merger!'

^	**caret**
	Used for different character sets. Not used very often.

&	**and**
	Used as an abbreviation, often in company names; for example, James & Co.

*	**asterisk**
	Used to alert readers that more information is available; for example, 'Results of the customer survey* showed 30% of customers are now ordering online.'
	At the bottom of the page, there would be this sentence:
	*The complete results of the survey are available on our website.

( ) [ ] { }	**brackets**
	Brackets are used to enclose information; for example, Australian Bureau of Statistics (ABS), and the first half of the financial year (1 July 2016 to 31 December 2016). Follow the organisation's style to select the appropriate brackets.

Specific function keys

The keys at the top of the keyboard are called function keys. You can use these keys to do things quickly and save time. They are often referred to as short cuts.

These keys mean different things on different computers – it depends on how they have been programmed and the computer program you are using. Make sure you are familiar with the function of these keys on the computer you are using.

Examples of specific function keys
• If you are unsure how to do something, press **F1** and the Help menu will appear.
• **F7** may take you quickly to the **Spelling and Grammar** box when you want to check the spelling of a word.
• By pressing the **Shift** key and **F3**, you can change the letters in a word from lower case to capitals.

Other function keys

Here are a number of other function keys you need to understand.

Esc (Escape)	This key lets you 'escape' from a program or function that you don't want to use.

Ctrl (Control)	This key is used with other keys to send commands to the computer. For example:
	• If you want to copy something, highlight or select what you want to copy, then press **Ctrl** and C. Place the cursor where you want the copied material to go and then press **Ctrl** and V. The material you have copied will appear.
	• If you want to cut something, highlight or select what you want to cut, then press **Ctrl** and X. All the work you have selected will disappear. You can then paste it somewhere else.
	• If you want to make a letter or word bold, highlight or select the word and press **Ctrl** and B.

Delete	If you want to remove text, highlight the text by left clicking on the mouse and dragging it over the text, then press **Delete**.

Practice task 3

1. Key in these words, separated by commas:

```
been    model    notice    meeting    urgent    commitment
report    summary    employee    employer    salary    procedures
products    services    market    data    safety    organisation
clients    recycle    feedback    quality    budget    promotional
information    business    recommendation    document
catalogue    advertisement
```

2. Key in these sentences:

```
Our company, Global Plastics, has a quality assurance policy
to make sure our customers are satisfied.

Bob McManners has just been appointed manager of the Sales
and Marketing Division.

Would all staff please remove unused food from the fridge, as
we are cleaning it out this afternoon.

The results from our recent customer service survey indicate
that many people are excited by the Lazy Gardener weeder.

I have mislaid my copy of the Annual Report. Has anyone
seen it?
```

3. Key in these sentences and put them on three separate lines:

```
We will be conducting an emergency evacuation drill this
afternoon. All staff are to assemble at the front door. Make
sure you bring your bags with you.
```

4. Key in the following numbers. Use the keys on the number row, then use the number keypad.

108	199	123	100	195	188
230	434	106	128	189	172
234	877	761	201	834	503

5. Key in the following data:

```
20 boxes @ $15 a box

75% of customers are satisfied with the current level of
service.

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

25 + 81 = 106

Customer complaints = < 25 per month
```

6. Key in the following details for a database:

```
Mr R Keyes, 45 Darby Road, Faytesville, VIC 3457

Ms C Pigatelli, Unit 19, 135 Mission Avenue, Braxton, NSW 2690

Mr L Kranski, PO Box 37, South Wells, WA 6189
```

Practice task 4

Use your touch-typing skills to enter the following text.

1. Press release

Revolutionary weeder just released

Designed in Australia for Australian conditions, the Easy Pull Weeder will revolutionise gardening. Five years of research have resulted in an environmentally friendly and easy-to-use product. It recently won the Best Scientific Invention for Commercial Purposes at the 21st Invention Convention in Paris.

It is ideal for those with back problems, arthritis, knee injuries and all those who simply hate hard work!

2. Letter

12 August 2011

Ms A Conti
Morgan & Sons Consulting
27 East Road
Palm Grove QLD 4000

Dear Ms Conti

Thank you for attending our recent conference. It was encouraging to see so many people there and we hope you took away new ideas and contacts.

Please find enclosed the brochures you were enquiring about. If you have any further queries don't hesitate to contact me.

Yours sincerely

Don Lambert
Sales Manager

Practice task 5

1. Test your speed on the passages in these three examples. For each, set a timer for one minute and type as much of the text as you can. Then complete the table to calculate your typing speed.

a)

> A recent report from the Australian Bureau of Statistics identified emerging trends in employment for men over 50. In the past six months more businesses have been hiring mid-level managers in areas where expertise is needed. This has come about because of the widespread practice of hiring younger people in the past few years.

(328 keystrokes)

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

b)

> Emotional intelligence refers to the way people understand and manage themselves and other people. It is an important part of leadership. Research has found that having technical skills without people skills is no longer valued in the workplace. Leaders need to be positive, manage their own frustrations and have the ability to motivate others.

(345 keystrokes)

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

... continued

c)

```
Australia's increasingly multicultural population means
that people with many different cultures live side
by side in the community. Generally, people have the
customs, values, beliefs and life experiences from the
country where they were born. Each culture has different
celebrations and beliefs. This has made Australia a
culturally diverse place where new ideas and different
ways of doing things have contributed to an interesting
and lively society. People from different cultures can make
a workplace interesting. You can learn about other people
and their way of life. You might celebrate a particular
event such as Chinese New Year or the Soccer World Cup,
learn about a new form of music or taste a new food. The
more you learn about other cultures, the more effective
you will become in your job. You will better understand
how cultural differences can affect the way people think,
behave and communicate.
```

(148 words)

Summary

1. It's important to know the meaning of the keys and their position on the keyboard before you concentrate on typing for speed and accuracy.

2. Make sure you know where the following are located and how they are accessed: the alphabet rows, numbers and associated symbols, other symbol keys and specific function keys.

3. Typing quickly without looking at your fingers while you use the keyboard is called 'touch-typing'. It is an essential skill to have for a position that requires regular high-level keyboarding.

4. Speed and accuracy are crucial. These develop with practice.

5. Some positions require a 98 per cent accuracy assessed under test conditions in line with AS 2708:2001 Keyboarding speed tests. This is the Australian Standard for typing.

Part B

Test your speed by typing the following exercise. Set a stopwatch for one minute and type as much of the exercise as you can. If you do not have a stopwatch, use a clock, watch or timer. Remember to keep your eyes on the computer screen, rather than on the keyboard. You do not have to type the headings or the numbers to the right, which show the number of keystrokes.

Exercise	Strokes
Touch-typing means that you always look at the screen when you	62
type. When you touch-type you can get through your work a lot	123
faster. It is very important that you spend time improving	181
your typing by practising the drills. The more you practise,	241
the quicker and more confident you will become.	289

When the minute is up, count the number of strokes. There are a total of 289 keystrokes in this passage. Subtract any errors you made. Divide the result by five to work out the standard words you have typed in a minute.

Keystrokes typed	
Number of errors	
Subtract the errors you have made	
Divide keystrokes by 5	
Total standard words per minute	

2. Key in the following text (235 words) as accurately as you can.

> There has been a lot written about the different generations
> and how managers can approach generational diversity in the
> workplace.
>
> Australia has an ageing population. The people born in the
> post-war years are often referred to as the 'baby boomers'.
> These people have lived through an enormous amount of change
> and are generally seen to be hard-working and loyal to their
> employer. They like formal structures. Baby boomers might
> stay in the one job for many years. Research has also shown
> them to be flexible and adaptive, and their experiences help
> them make valuable contributions.
>
> People born between 1965 and 1979 have been identified as
> Generation X. They are a bridge between their parents'
> generation and the generation after them (known as
> Generation Y). They experienced the economic recession of
> the early 1990s so are often cautious, but are also likely to
> have many of the interests and views of Gen Y.
>
> Generation Y are those people born between 1980 and 1994.
> They have lived through uncertain economic times where
> jobs aren't guaranteed. These people prefer a relaxed and
> interactive work environment.
>
> Today's generation may have different job attitudes, working
> styles and life expectations. They want their job to be
> fulfilling; if it isn't, they move on. They want a job that is
> fun, varied and interesting. Because they have grown up in a
> technological world, they are perceived as digital experts.

Number of words in the passage	235
Errors	
Subtract the errors	
Multiply by 100	
Divide by the number of words in the passage	
Accuracy	

3A   Proofread a document to identify errors

When you have completed typing, you should always check your work to make sure it matches the document you were copying and that it is free of errors. This is referred to as 'proofreading'. Most organisations have a policy that explains the procedures staff have to follow to ensure all documents comply with quality standards and are free from spelling, grammatical and punctuation errors. This makes sure that the organisation maintains a consistent, professional image and work is carried out efficiently.

Correct spelling is important. It is impolite to have a person's name spelled incorrectly in a letter. If an email address is typed incorrectly into the customer database, the person will not receive any information from the organisation.

Check your work on the computer screen before you print it. This saves time and paper. Then check the printed copy.

To proofread your work you need to check:

- spelling
- punctuation
- formatting.

Check the spelling

It's important that all words are spelled correctly. There are a number of ways you can do this. The more practice you have in proofreading your work, the quicker and better you will become at picking up spelling errors. You will also learn to recognise words that are frequently used in the documents you type. Some computers are set up to autocorrect a word, so if you accidentally type in 'yuo' for 'you' the computer will automatically change the word as you type.

Here is a description of the methods that can be used to check spelling in a document.

Software spellcheck
Your computer may be set to indicate words that are spelled wrongly: a wriggly red line appears under the incorrectly spelled word. This way you can check your work as you type. When you have finished, you can check to see whether you have spelled everything correctly by using the computer's Spelling and Grammar check. You should also read what you have written aloud because the computer program will only tell you if a word has been spelled wrongly, not if you have used the wrong word by mistake.

Capital letters

Use a capital letter at the beginning of every sentence, and for the names of people, addresses, organisations and publications.

The question mark

Use a question mark at the end of a sentence that asks a question. For example, 'Have you sent the catalogue to Aus Transport?'

Quotation marks

Single or double quotation marks can be used to indicate someone's speech or the title of a publication, or to a explain a particular word or words. Organisations have their own rules about using single or double marks. Find out what your organisation's house style is. For example:

- 'We have surpassed our sales target by $200,000 this month', the managing director said today.
- Publications include 'Customer Service for Dummies' and 'Understanding Customers'.
- Where a strategy is known to be effective, it is referred to as 'best practice'.

Brackets

Brackets are used to enclose an abbreviation or to explain a word. For example:

- A paper has been forwarded by the Commonwealth Scientific and Industrial Research Organisation (CSIRO).
- Complementary therapies include aromatherapy, kinesiology (touching), relaxation techniques and massage.

Apostrophes

Apostrophes are used to indicate the omission of one or more letters in a word (for example, they're, where it replaces an 'a' – they are). They are also used to indicate possession (for example, the lion's mouth – the mouth belonging to the lion).

Apostrophes often cause difficulties. A common mistake is to put an apostrophe in the word 'its' when it is not needed.

- 'It's' with an apostrophe means 'it is'. For example, 'It's hot today'.
- 'Its' without an apostrophe means it belongs to someone. For example, 'The sword was long with an ivory handle. Its blade was very sharp.'

Follow this rule:

Only put an apostrophe in 'it's' when it means 'it is'.

Show non-printing characters

If you have selected the Show/Hide button (¶) on the toolbar, then all the spaces and tabs you have used will show up on the computer screen. This will help you see where there is any incorrect spacing. These marks do not appear when you print the document. For example, you may have typed an extra space between words or pressed **Enter** twice.

This·is·an·example·of·a·double··space

This·is·what·happens·when·you·press·enter·twice¶
¶

Proofread your work

When you start proofreading your work, it is useful to use a checklist to help you. With more practice you will quickly learn what to check for.

Proofreading checks include:

- Have any letters or words been left out?
- Have any spaces been left out or extra spaces put in?
- Have any letters or words been repeated?
- Are any letters in the wrong order?
- Have any punctuation marks been left out?
- Are the date, address and person's name and title correct?
- Are the name and title of the organisation correct?
- Are the margins and fonts correct?

Example: proofreading

Leanne was asked to type a notice to staff. She copied the document then checked her work on the screen. She found she had made a few mistakes, so she was able to correct them quickly.

Kitche Roster

Please check the new kitchen roster on the intranet. There have been a number of changes made because of new staff members.Could you please let me know as soon as possible if the timetable suits you. Its important to let me know as I need to finalise the rosterby close of business thursday 5 May.

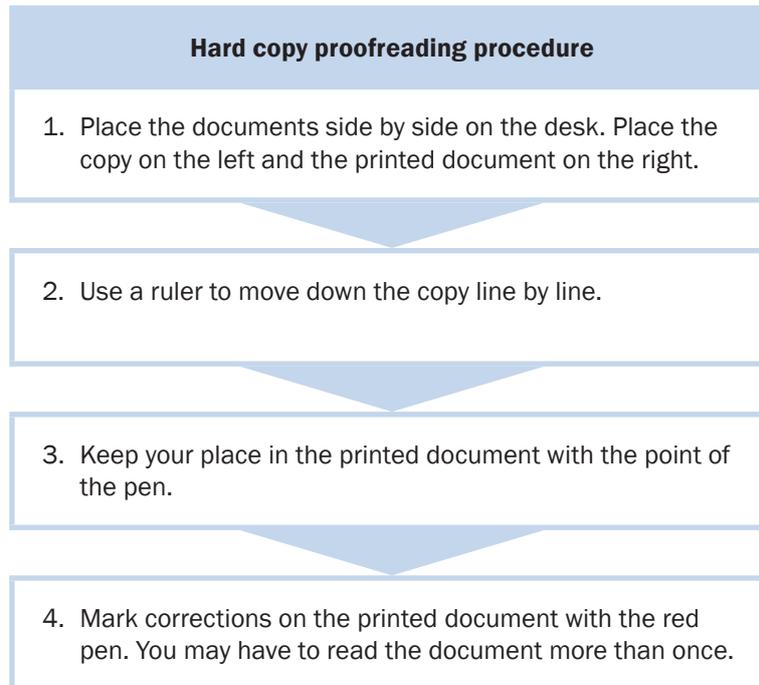Thanks, Leanne

Proofread the printed (hard) copy

Once you have found your mistakes and corrected them, you can print a copy of the document. Text often looks a little different when it is printed to how it looks on the screen. For many people, it is easier to notice errors once the text is printed.

Your job now is to proofread the hard copy of your work. This is similar to on-screen checking except that you can mark any additional mistakes you find with a red pen. You can use any coloured pen, but red is very easy to see.

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

Before you start, make sure your desk is clear, you have enough room to turn over the pages of both documents and you are seated comfortably with sufficient light. Have a ruler and red pen handy. It's important that you don't get interrupted. You can easily miss your place or lose concentration if you stop to speak to someone.

The following procedure will assist in proofreading hard copy documents.

Hard copy proofreading procedure

1. Place the documents side by side on the desk. Place the copy on the left and the printed document on the right.

2. Use a ruler to move down the copy line by line.

3. Keep your place in the printed document with the point of the pen.

4. Mark corrections on the printed document with the red pen. You may have to read the document more than once.

Check printed copy

Look at your printed document and make sure it is set out correctly. By this stage most of the errors should have been identified and corrected. However, it's easy to miss finding errors on the screen. Looking at a screen constantly can give you eye strain and your eyes might become tired, making it difficult for you to spot a mistake. If you have your document on a low zoom setting, such as 80%, it is harder to see spaces that have been missed. Also, people often think a word is

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2. Key in this text, including the errors. Now edit your work using the spellcheck program, arrow, backspace or delete features as appropriate.

```
There are a number of procedures you should if you have a
grievance.

Staff should attempt to solve the poblem by first discussing it
with the person they are having the problem with.

If staff cannot solve the problem themselves, they must
contract their ssupervisor and explain the situation to them.

What can you do if the grievance cannot be solved within
the workplace? If the grievance cannot be settled, the staff
member will be told where they can  go for help; for example,
the Anti-Discrimination Board, Conusmer Affairs.
```

3. This document has just been printed. Read it and circle any errors you find.

```
Advocacy is a process that allows people the opportunity to
voice their opinion and needs. It ensures that their rights
are listened to and upheld, especially if the person is old or
has a disability and finds it difficult to speak for themself.

Advocacy is not a new trend. Over the centuries people have
been vocal and stood up for the rights of others.William Booth
spoke out for the abolition of slavery. Emmeline Pankhurst
marched for the rights of women to be given the vote. Martin
Luther King Jr championed the rights of back people in the
United States in the 1960s. Germaine Greer advocated for the
rights of women. Nelson Mandela advocated for the end to
apartheid in South Arifca.

Advocacy for the needs and rights of people with a disability
emerged from the late 1960s onwards. People became concerned
about the rights and needs of people with a mental,
intellectual or physical disability. At the same time the
united nations developed two very important documents about
the rights of people with a disability.
```

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	What this means	Why you need this knowledge
How to network	You need to understand a range of methods and processes that you can use to develop a network.	You may need to find out what professional networks already exist for your industry and develop a list of the people you already know and what knowledge and skills they have.
Relevant organisations and services	You need to know who else is in the industry and what services they provide.	Your competitors could become your partners through effective networking. It will help you to identify who to approach.
Communication techniques	You need to understand how to communicate with others in your network. This includes oral, written and electronic communication.	You need to communicate your needs and your strengths effectively.

Complete the checklist to ensure you have covered everything.

✓	Check
	Have any letters or words been left out?
	Have any spaces been left out or extra spaces put in?
	Have any letters or words been repeated?
	Are any letters in the wrong order?
	Have any punctuation marks been left out?
	Are any dates, addresses and people's names and titles correct?
	Are any names and titles of organisations correct?
	Are the margins and fonts correct?

Submit the typed work to your assessor.