

Competencies for Century 21

1. Keyboard Mastery Techniques

- a. Correct posture and position at the keyboard
- b. Correct fingering for striking keys
- c. Correct use of command and function keys

2. Speed and Accuracy in Keyboarding

- a. Response patterns for keystroking
- b. Drills and exercises for skill building
- c. Paced keystroking for accuracy
- d. Forced keystroking for higher speeds
- e. Keystroking speed for sustained periods of time

3. Word Processing and Other Application Software Skills

- a. Inputting from various sources, e.g., keying from handwritten, rough-draft, statistical, and unarranged material
- b. Skilled use of relevant software features
- c. Keying, formatting, and revising documents, including letters, reports, memos, tables, and outlines
- d. Document output, including distribution
- e. Storage and retrieval of documents

4. Communication Skills

- a. Spelling and proofreading
- b. Correction techniques
- c. Grammar and usage, including but not limited to punctuation, capitalization, numbers, and word choice
- d. Composition at the keyboard

5. Production Competencies

- a. Interpretation of directions and instructions
- b. Proper arrangement of work area and organization of materials and resources
- c. Self-directed work habits
- d. Proper care and operation of equipment
- e. Copy arrangement and formatting decisions
- f. Usable copy in timed situations
- g. Application of critical thinking and decision-making skills and ethical standards in a workplace environment