**BSBITU307 Develop keyboarding speed and accuracy**

# ASSESSOR GUIDE: WRITTEN QUESTIONNAIRE

# Version 1.0

**Assessor instructions:**

Benchmark responses of the questions are in red font. The assessor must mark the learner’s work in accordance with the benchmark responses below. The assessor must provide feedback on all written questions and, if the learner has not met the minimum benchmark response for a question, must provide additional guidance to the learner. The assessor must ensure that the learner has attempted all questions in the written questionnaire. Only if confirmed prior to the assessment, the learner can have access to the learner materials to assist in completing the written questionnaire.

The assessor must complete the assessment record (located in the assessment instrument) and provide an overall result of satisfactory or not yet satisfactory. This result must be given back to the learner within ten (10) business days via email. Assessment records must be retained for at least six (6) months on the company server in accordance with ASQA requirements in case of an audit. The assessor must notify the administration department via email of the learner’s outcome on this assessment instrument as per organisational policy and procedure.

**Q1. Explain why work health and safety is important when touch typing.**

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| *Individual answers may vary, however the learner should cover the following points:** *As you might be typing for extended periods of time, it is important to have good habits when typing on a keyboard.*
* *Potential for repetitive strain injuries.*
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**Q2. List three (3) different ways you can comply with ergonomic requirements when touch typing.**

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| *Individual answers may vary, however can include any of the following (sourced from* [*http://workplaceohs.com.au/hazards/office-safety/computers*](http://workplaceohs.com.au/hazards/office-safety/computers)*):* ***Monitor**** *Incorrect positioning of the screen and source documents can result in awkward postures. Adjust the monitor and source documents so that your neck is in a neutral and relaxed position.*
* *Centre the monitor directly in front of you above your keyboard.*
* *Set the screen distance to approximately an arm’s length away (350mm-750mm)*
* *Set the height of the monitor so that the top third of the screen is at eye level and the bottom of the screen can be read without having to incline your head. (If you wear bifocals, lower the monitor to a comfortable reading level.)*
* *Reduce glare by careful positioning of the screen.*
* *Place screen at right angles (90 degrees) to windows*
* *Adjust curtains or blinds as needed*
* *Adjust the vertical screen angle and screen controls to minimize glare from overhead lights*
* *Other techniques to reduce glare include use of glare filters, light filters, or secondary task lights*
* *Position source documents directly in front of you, between the monitor and the keyboard using a stand.*

***Keyboard**** *The keyboard should be detachable from the screen*
* *Place the keyboard at the front edge of the desk so that it is within range of your hands without straightening your elbows.*
* *Place the keyboard in a position that allows your forearms to be at a 90 degree angle and the wrists to be straight (hand in line with the forearm)*
* *Determine what section of the board you use most frequently, and readjust the keyboard so that section is centred with your body.*
* *The keyboard angle should sit flat on the desk to help maintain a straight wrist position.*
* *Wrist rests can help to maintain neutral postures and pad hard surfaces. However, the wrist rest should only be used to rest the palms of the hands between keystrokes. Resting on the wrist rest while typing is not recommended. Wrist rests are primarily for periods of rest between bouts of typing.*

***Mouse**** *Position the mouse as close as possible to the keyboard. Avoid reaching over the keyboard to use your mouse.*
* *Don’t squeeze or grip the mouse between your thumb and pinky. Your hand should be relaxed, not tensed when using the mouse.*
* *Work with your shoulder relaxed.*
* *Keep your arm close by your side.*
* *Keep your wrist in a straight or neutral position.*
* *Lightly supporting your forearm on your armrest or desk can help you keep your shoulder relaxed.*
* *Do not twist or move your wrist from side to side, or up and down when working. Keep your hand relaxed. Move the mouse with the whole arm, using the elbow as a pivot point, keeping your wrist in a straight neutral position. Do not hold your pointing device with a tight grip.*
* *When not using the pointing device, let it go.*
* *Keep your fingers relaxed on the buttons without inadvertently pressing them.*
* *Keep your thumb relaxed. Do not keep your thumb in a bent position when using the mouse.*
* *Consider alternating between the left and right hand to reduce the workload and strain on the one hand. Use caution when switching hands, and make sure the device is made for the hand you are using. Give yourself time to get used to the change.*
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