

Word Processing

Exam Information	Description
Exam number 262 Items 39 National Career Cluster Business Management & Administration Certification available Yes	The Word Processing industry certification exam assesses learners' ability to create a variety of documents with increased efficiency, productivity, quality, and creativity using basic and advanced software features. The exam evaluates learners' proficiency with both basic and advanced functions of the software, demonstrating their skill in creating high-quality documents.

Exam Blueprint and Performance Skills

Standard	Percentage of exam score
1. Prepare Documents*	25%
2. Texts and Paragraphs*	28%
3. Tables and Lists*	21%
4. Citations	13%
5. Quick Parts, Textboxes, Shapes, SmartArt, Images*	13%
6. Document Review (Optional)*	
7. Advanced Formatting (Optional)	

*Includes performance skill evaluation

Standard 1 - Prepare Documents (25% of exam score)

Candidates will be able to create, navigate, format, customize options, and prepare documents to print or save.

Objective 1 Create and navigate through a document.

1. Location: Airport, Highway, Downtown Resort
2. Create a new blank document
3. Create a document using templates
4. Using non-native files in Word (.pdf, .txt, .rtf)
5. Search for text within a document (Using Go To, Find, Find and Replace)
6. Insert hyperlinks (email, place in the document, new document, email address)
7. Create bookmarks

Objective 2 Format a document.

1. Modify page setup such as margins and page orientation
2. Change document themes
3. Change document style sets
4. Insert basic headers and footers
5. Insert watermarks
6. Insert page numbers

Objective 3 Customize options and views for documents

1. Change document views
2. Use zoom tools
3. Customize the quick access toolbar
4. Customize the ribbon
5. Split the document window
6. Add values to document properties
7. Use Show/Hide Paragraph marks

Objective 4 Prepare documents to be printed, saved, or distributed.

1. Change print settings (scaling, pages per sheet, print specific sections)
2. Save documents in alternate file formats
3. Save a file to the non-default location
4. Protect a document with a password

Optional: Standard performance evaluations on the final page of this document

Standard 2 - Texts and Paragraphs (28%)

Candidates will be able to insert and format text and paragraphs.

Objective 1 Insert and modify text and paragraphs.

1. Add text to documents
2. Use find and replace
3. Copy and paste text
4. Insert text using AutoCorrect
5. Remove blank paragraphs
6. Insert built-in fields
7. Insert special characters

Objective 2 Identify Format text and paragraphs using formatting tools

1. Change font attributes (bold, underline, font color, underline, change case)
2. Use Find and Replace with formatting
3. Use Format painter
4. Set paragraph spacing
5. Set line spacing (spacing before and after, single, double, etc.)
6. Clear formatting
7. Set indentation
8. Highlight text
9. Add styles to text
10. Format text as WordArt
11. Modify styles

Objective 3 Group text and paragraphs using breaks and columns

1. Use Widow/Orphan control
2. Insert section and page breaks
3. Organize text into columns
4. Forcing page breaks
5. Apply headings

Optional: Standard performance evaluations on the final page of this document

Standard 3 - Tables and Lists (21%)

Candidates will create and modify tables and lists.

Objective 1 Create and format a table.

1. Convert text to table
2. Set table dimensions
3. Set AutoFit options
4. Use Quick Tables
5. Use header rows within a table

Objective 2 Modify a table using styles.

1. Sort table information
2. Change cell margins
3. Use formulas within a cell
4. Modify fonts within a table
5. Merge cells

Objective 3 Create and modify lists.

1. Add numbering or bullets to a list
2. Create and use custom bullets (symbol, picture)
3. Change list levels (increase and decrease)
4. Change numbering style and levels

Optional: Standard performance evaluations on the final page of this document

Standard 4 - Citations (13%)

Candidates will be able to insert and apply endnotes, footnotes, citations, and captions.

Objective 1 Candidates will be able to insert and apply endnotes, footnotes, citations, and captions.

1. Insert endnotes
2. Change endnote location
3. Change endnote format

4. Insert footnotes
5. Change footnote location
6. Change footnote format
7. Change footnote numbering
8. Insert citations
9. Insert citation placeholders
10. Insert a built-in Works Cited or Bibliography

Objective 2 Add and modify captions.

1. Add captions to tables, pictures, and diagrams
2. Change position of caption
3. Change caption formats
4. Change caption labels
5. Exclude caption labels

Standard 5 - Quick Parts, Textboxes, Shapes, SmartArt, Images (13%)

Candidates will be able to insert and apply endnotes, footnotes, citations, and captions.

Objective 1 Insert and format building blocks.

1. Insert Quick Parts
2. Insert and draw text boxes
3. Use building blocks organizer
4. Customize building block parts (built in headers, foots, page numbers, etc.)

Objective 2 Insert and format shapes and SmartArt

1. Insert and draw dimple shapes
2. Modify shape dimensions
3. Insert SmartArt
4. Modify SmartArt color, size and shapes
5. Change text wrapping for shapes
6. Use align and position for shapes and SmartArt

Objective 3 Insert and format images.

1. Insert images (from computer and online images)
2. Use artistic effects
3. Apply picture effects and styles
4. Change color settings
5. Wrap text around images

6. Use align and position for images

Optional: Standard performance evaluations on the final page of this document

Standard 6 - Document Review (Optional)

Candidates will create and modify tables and lists.

Objective 1 Prepare documents for review.

1. Set tracking options
2. Restrict editing
3. Remove hidden data and personal information from a document
4. Mark a document as final
5. Protect a document with a password

Objective 2 Manage multiple documents.

1. Modify existing templates
2. Merge documents
3. Copy styles from one template to another
4. Use the style organizer
5. Copy macros from one document to another
6. Create a link to external data
7. Move building blocks between documents

Objective 3 Manage document changes.

1. Track changes
2. Accept or reject changes
3. Add and delete comments
4. Change markup options
5. Resolve document style conflicts between documents
6. Show all changes

Optional: Standard performance evaluations on the final page of this document

Standard 7- Advanced Formatting (Optional)

Candidates will be able to apply advanced formatting, styles, and ordering and groupings using master documents, subdocuments, linking document elements.

Performance Skills Evaluation

Exam name: Word Processing

Candidate Name: _____

Performance assessments may be completed and evaluated any time before the certification is issued. The following performance skills can be used in connection with the associated standards and exam. The evaluator will function as the subject matter expert to determine if the candidate meets the skills requirements with a Yes/No for passing.

Standard 1 – Prepare Documents • Use word processing software to create, format, and edit documents. • Use word processing software to apply advanced word processing functions.	Pass:
Standard 2 – Texts and Paragraphs • Use advanced features of word processing software to format documents.	Pass:
Standard 3 – Tables and Lists • Use word processing software to create and format tables and perform calculations.	Pass:
Standard 5 – Quick Parts, Textboxes, Shapes, SmartArt, Images • Use word processing software to manipulate graphics.	Pass:
Standard 6 – Document Review (Optional) • Use word processing software to perform merges.	Pass:

Evaluator Name:

Date:
