



Secretariat

ST/AI/334  
21 May 1986

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ADMINISTRATIVE INSTRUCTION

To: Members of the staff at Headquarters

From: The Under-Secretary-General for Administration and Management

Subject: TEST FOR BASIC WORD-PROCESSING QUALIFICATIONS

1. The introduction of word-processing equipment in the United Nations resulted in a need for training, which continues to be addressed through decentralized training programmes in basic word-processing operations, in accordance with ST/AI/325 dated 30 October 1984. As it is foreseen that offices will increasingly require staff to furnish evidence of word-processing ability, there is now a need to establish standards of proficiency and procedures for validation of acquired skills. This instruction sets out the validation procedures that will be followed at Headquarters.
2. The Training and Examinations Service of the Office of Personnel Services will be providing testing services to establish whether staff members have achieved the standard of basic word-processing ability required of word-processor operators.
3. Executive/Administrative Officers will verify that applicants have had adequate preparation to pass the test. For this purpose, they will refer staff to departmental word-processor instructors for appropriate screening. In offices where there is no departmental instructor, the Training and Examination Service will make arrangements for screening. Once Executive/Administrative officers have established that a staff member is sufficiently prepared for the test, they will forward the attached application form to the Training and Examination Service.
4. The Training and Examination Service will then schedule testing sessions and convoke applicants. Waiting periods may be experienced by some staff until the initial backlog can be cleared. The test will last one hour and will include a written section and a hands-on manipulation test. A score of 70 per cent will be required in each section.
5. Test results will be transmitted to Executive/Administrative Officers and recorded in the staff member's official status file. Candidates will be allowed a maximum of two re-test sessions, at a minimum interval of three months.
6. All staff qualified in basic word-processing operations are encouraged to take the test so that these qualifications are appropriately recorded in their official status file.

