




TEXT PROCESSING (BUSINESS PROFESSIONAL)

Text Production

Level: 2
Credits: 5
Learning Time: 50 hours

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
1. Use a word processor or a typewriter efficiently	1.1 Use the different functions of a word processor or different parts of a typewriter	<ul style="list-style-type: none"> • Set top and left margins of at least 13 mm • Alter linespacing (single/double) as instructed • Emphasise text as instructed • Underline text as instructed
2. Enter and format text from handwritten and typewritten drafts	2.1 Produce text accurately and efficiently from manuscript and from typewritten drafts	<ul style="list-style-type: none"> • Plan and organise work within deadlines • Read and transcribe variable quality manuscript • Plan layout of work in a variety of formats • Accurately key in text from handwritten and typewritten drafts • Interpret written instructions • Check accuracy of amendments and that all instructions have been carried out correctly • Use English and mother-tongue dictionaries, calendars • Proofread and correct errors, using appropriate correction techniques, to ensure work is 100% accurate • Use consistent style and format of presentation with at least one clear linespace before and after separate items within a document • Use appropriate stationery, ie plain A4 paper

	2.2 Amend text as instructed	Amend text as shown in draft: <ul style="list-style-type: none"> • deletion with replacement words • deletion without replacement words • Follow correction signs: 		
<p>new paragraph [or //</p> <p>run on ~</p> <p>insertion with word(s) above / or balloon with arrow eg </p> <p>transpose horizontally ~ or balloon with arrow eg </p> <p>transpose vertically </p> <p>stet - - - - with (✓) in margin</p> <p style="text-align: right;">} no marginal instructions</p>				
	2.3 Expand abbreviations, ensuring correct spellings	Expand abbreviations shown in the list below:		
	a/c(s) approx asap cat(s) co(s) doc(s) dr emp gntee(s) immed info misc mfr(s)	account(s) approximate(ly) as soon as possible catalogue(s) company(ies) document(s) dear employment guarantee(s) immediate(ly) information miscellaneous manufacturer(s)	mtg(s) necy opp(s) org(s) poss ref(d) ref(s) sec(s) sig(s) tel temp yr(s) yr(s)	meeting necessary opportunity(ies) organisation(s) possible refer(red) reference(s) secretary(ies) signature(s) telephone temporary year(s) your(s)
days of the week (eg Thur, Fri) months of the year (eg Jan, Feb) words in addresses (eg Rd, St, Ave, Dr, Sq, Cres, Pl, Pk) complimentary close (eg ffly, snclly)				
	2.4 Check and correct material containing typographical errors, errors of agreement, punctuation and spelling errors	Correct errors in the draft which will be indicated by circling the words: <ul style="list-style-type: none"> • errors of agreement including those of subject/verb and quantity/noun • apostrophe errors including misplaced and superfluous apostrophes 		

		<p>Locate and correct errors in the draft which will not be indicated:</p> <ul style="list-style-type: none"> • typographical errors including words containing extra, omitted and transposed letters and extraneous symbols • punctuation errors including omitted full stop and omitted initial capital at the start of a sentence • spelling errors in words given below including their derivations where marked * (eg plurals, prefixes (such as un-, in-, dis-, ir-) and suffixes (such as -ed, -ing, -ment, -tion, -ly, -able, -ible, -ence, -ial) <p>access* discuss* accommodate* expense* achieve* experience* acknowledge* financial* advertise* foreign although govern* apparent* convenient* appreciate* receipt* believe* receive* business* recommend* client* responsible* colleague* separate* committee* sufficient* correspond* supplementary definite* temporary* develop* through</p>
<p>3. Produce three business documents</p>	<p>3.1 Key in and print a business letter from handwritten draft on OCR supplied letterhead</p>	<ul style="list-style-type: none"> • Use conventional and consistent layout and style of a business letter • Insert today's date on letter • Use OCR supplied letterhead template • <i>Our ref</i> details are keyed in as shown in draft, including capitalisation • Insert a special mark eg URGENT, CONFIDENTIAL as indicated on the draft • Postdate as instructed • Indicate enclosures, if implied in the draft, using an acceptable convention • Underline words as indicated on the draft

	3.2 Key in and print a memo/press release/file note from handwritten draft on OCR supplied template	<ul style="list-style-type: none"> • Use conventional and consistent layout and style of a variety of business documents • Insert today's date • Use OCR supplied memo/press release/file note template • Indicate enclosures, if implied in the draft, using an acceptable convention
	3.3 Key in and print a report/article from handwritten and typewritten draft on plain A4 paper	<ul style="list-style-type: none"> • Use conventional and consistent layout and style of a report/article • Insert a page number on continuation sheets • Use single/double linespacing as instructed • Emphasise text, as instructed
	3.4 Key in and incorporate information from a separate sheet supplied as a distraction	<ul style="list-style-type: none"> • Deal with a distraction in the form of additional text to be included in the report/article

Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten and typewritten draft material, a range of business documents to a standard that meets the business document production requirements of employment.

Assessment

Assessment will consist of producing three business documents totalling 750 words and will take the form of a 1 hour 15 minute test set and marked by OCR.

Results will be graded Distinction, Pass or Fail.

To achieve a Distinction, candidates must produce the documents with no more than 4 faults within the time allowed (1 hour 15 minutes).

To achieve a Pass, candidates must produce the documents with no more than 11 faults within the time allowed (1 hour 15 minutes).

The grade achieved will be stated on the certificate.

Administration guidance

- Either a word processor or a typewriter may be used to complete the exam.
- Stationery: A4 plain paper. Templates may be pre-printed onto plain paper for those candidates using a typewriter
- Printing: candidates **must** carry out their own printing.
- For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

Guidance on assessment and evidence requirements

Candidates must produce three business documents to a standard acceptable in the workplace and outcomes must be within the permitted error tolerance.

Penalties are given for errors and the same fault appearing more than once will incur a penalty each time. One fault only will be given to any one word* irrespective of the number of errors that may appear in that word. For example, "miscellaneous" keyed in as "miss-selanium" will be penalised 1 fault, even though several faults have been incurred in the word.

* A word is defined as any normally recognisable word including a hyphenated word and associated punctuation and spacing. Other items that are treated as a word are:

- postcode
- initials and courtesy titles
- simple or complex numbers including money, times and telephone numbers
- simple or compound measurements

You should refer to the '*OCR Administrative Guide to Vocational Qualifications (A850)*' for Notes on Preventing Computer-Assisted Malpractice.

Errors will be divided into 4 categories:

Marking Criteria	Tutor Notes
Section 1 Faults - keying in errors	
One fault will be given for each word* which:	
1.1 contains a character which is incorrect (including upper case character within a word), or is illegible for any reason	<ul style="list-style-type: none"> • A penalty will be incurred for any word that contains a character that is incorrect or that includes an upper case character within a word, eg <i>LaBel</i> • Candidates may use English and mother tongue dictionaries and spellcheckers where available
1.2 has omitted or additional characters or spaces (including omissions caused by faulty use of correction materials/techniques, eg hole in paper)	<ul style="list-style-type: none"> • A space inserted between a word and its associated punctuation, eg <i>word :</i> or <i>word ?</i> will incur 1 fault per instance • Incorrect or omitted paired punctuation eg brackets, single quotes will incur 1 fault per 'pair', eg (Progress Group), ' Progress Group '

1.3 contains handwritten character(s)	
1.4 has no space following it	
1.5 has more than 2 character spaces following it, except where appropriate, eg before postcode, after punctuation	<p>In continuous text, 1 fault per instance will be incurred for:</p> <ul style="list-style-type: none"> • more than 3 spaces appearing after a full stop, question mark, exclamation mark or colon • more than 2 spaces appearing after a comma, semi-colon, closing bracket, dash, apostrophe (at the end of a word) and closing single or double quotes • where a short line appears, this will be penalised if the first word following could have fitted at the end of the short line with at least 18 mm ($\frac{3}{4}$") to spare (measuring the short line against the longest line in the document)
1.6 contains overtyping, including overtyping of pre-printed material (per entry regardless of the number of words involved) eg text cutting through letterhead template	
1.7 does not contain initial capitals: - as presented in the draft - for the first letter of a sentence	<ul style="list-style-type: none"> • Candidates should key in text as presented in the draft. One fault per instance will be incurred for each initial capital drafted that has been keyed in as a lower case character • Failure to insert a capital letter following a penalty for an omitted full stop will not be penalised. Likewise, inserting a capital letter following a penalty for an incorrect full stop will not be penalised
Section 2 Faults - omissions and additions	
One fault will be given for:	
2.1 each word which is the wrong word and a word that has been omitted or added or not removed as instructed (eg a word which is crossed out in the draft)	<ul style="list-style-type: none"> • Any style of <i>Our ref</i> is acceptable – these may be included in a letterhead template, but candidates will incur a fault if they set up their own reference (not as draft) • In the letter the reference, date, special mark and name and address may be presented in any order but must appear above the salutation and must be keyed in as draft, including capitalisation • Any style of date is acceptable, with the exception of the American numeric format, eg 12/25/2009 as Christmas Day • Dates should appear below the letterhead and above the salutation of the letter and should have a clear linespace above/below • Dates will not be acceptable in the header/footer details alone • One fault will be incurred for each instance of a missing, incomplete or incorrect date to be inserted on correspondence as instructed on the front cover of the question paper • All errors in other dates are penalised per element

	<ul style="list-style-type: none"> • Where postdating is required, 1 fault maximum will be incurred for any errors or omissions • Omitted or additional text resulting from an attempt at vertical or horizontal transposition will be penalised 1 fault per word • If a date appears in a document that does not require dating, this will be penalised 1 fault maximum unless the date appears as part of the personal details <p>Abbreviations</p> <p>Abbreviations in handwritten draft should be expanded correctly; failure to do so is penalised 1 fault per word (as shown in 2.3 on p2)</p> <p>NB: commonly used abbreviations must be retained, for example etc, eg, ie, NB, PS, plc, Ltd and & in company names</p>
2.2 not applicable to this unit	
<p>2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to:</p> <ul style="list-style-type: none"> - insert a special mark - indicate an enclosure - underline text - insert page numbers on continuation sheets 	<ul style="list-style-type: none"> • Errors or omissions in a special mark will incur 1 fault maximum • Where enclosures are implied any appropriate method of indicating them may be used, eg <i>Enc Att Encs Atts</i>. Indications must differentiate between single and multiple enclosures • The indication of an enclosure must appear below the signatory details in the letter • Failure to underline words as shown in the draft or underline which is too short or too long incurs 1 fault (this is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below) • Page number on page 1 of a multi-page document is acceptable but page numbers on a single-page document will incur a penalty • Page numbers may appear in any position and may be any style but must appear once only on each page of a document • Errors and omissions related to page numbers are limited to 1 fault maximum per exam paper
<p>Section 3 Faults - transpositions and misplacements</p> <p>One fault will be given for each instance of:</p>	
3.1 items not transposed (horizontally or vertically) in accordance with a correction sign	<ul style="list-style-type: none"> • Failure to transpose items horizontally or vertically will be penalised 1 fault maximum per correction sign • Interim text (eg a paragraph or heading between the text to be transposed) which is misplaced as a direct result of the attempt to transpose will incur 1 fault maximum

3.2 words that are misplaced within text, where there is no instruction	<ul style="list-style-type: none"> Words inserted in the wrong order or place in the absence of an instruction eg misplaced within text or as foot or marginal note, regardless of the amount of material involved (in addition to any faults that may be incurred above) In a memo, transposition of entries against "To, From" headings incurs 1 fault per misplaced item
3.3 failure to paragraph as per draft or as specified by a correction sign, eg new paragraph or run on	
Section 4 Faults – presentation No more than one fault per paper for each of the following items:	
4A left and/or top margins of less than 13 mm, or ragged left margin	This includes: <ul style="list-style-type: none"> ragged left margin, eg additional character spacing at the beginning of a line or paragraph main and subheadings not keyed in at the left margin, as presented in draft – unless otherwise instructed (eg centring)
4B no clear linespace before and after separate items within a document	<ul style="list-style-type: none"> Failure to leave a clear linespace before and after separate items within a document, eg before/after headings, between paragraphs Failure to leave a clear linespace below a letter heading
4C failure to use linespacing as instructed	This includes: <ul style="list-style-type: none"> failure to change linespacing as instructed
4D failure to emphasise text as instructed	This includes: <ul style="list-style-type: none"> emphasis extending beyond the required portion additional emphasis of text where not requested (except for headings – see 4J below) Emphasis may be any method such as bold, italics, underlining, capitals, centring, change of font/size
4E not applicable to this unit	
4F not applicable to this unit	
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> Invigilators should report any machine problems resulting in marks on paper Invigilators should also report any problems with printers, so as not to disadvantage candidates
4H incorrect stationery used (ie supplied letterhead/memo templates, A4 plain paper, portrait/landscape)	<ul style="list-style-type: none"> Failure to use OCR supplied letterhead, memo, press release and file note templates (tutors may print these for use with typewriters) Failure to produce continuation sheets on plain paper Page 1 of a report may be produced on plain or headed paper
4I inconsistent spacing between and within similar items within a document	<ul style="list-style-type: none"> Inconsistent spacing (including linespacing) between and within similar items is only penalised if a comparison with a similar item can be made within the same document

	<ul style="list-style-type: none"> • Inconsistent linespacing above and below an item, for example, an inset portion, will not be penalised as there is no further instance of inseting within the same document for comparison
<p>4J use of initial capitals where not presented in draft, or:</p> <ul style="list-style-type: none"> - block capitals used where not presented in draft - failure to use block capitals as presented in draft - failure to key in headings with initial capitals and underlined as presented in draft 	<p>This includes:</p> <ul style="list-style-type: none"> • use of initial capitals where initial capitals were not presented in draft, eg <i>Sincerely</i> in complimentary close • block capitals used where not presented in draft, eg <i>White</i> keyed in as WHITE <p>failure to use block capitals as presented in draft, eg <i>DISEASES</i> keyed in as <i>Diseases</i></p> <ul style="list-style-type: none"> • failure to underline headings, including subheadings, as presented in the draft, eg “<u>Miscellaneous Household Items</u>” keyed in as “Miscellaneous Household Items” • capitalisation faults in postcodes and references • Candidates should key in data exactly as shown in the draft (except for circled words with errors of agreement and apostrophe errors and typographical, punctuation and spelling errors which will not be indicated) but additional emboldening, italicising or underlining of headings will not be penalised
<p>4K inconsistent use of alternative spellings within a document</p>	<ul style="list-style-type: none"> • Alternative spellings that may be found in an English dictionary will be accepted but a penalty will be incurred if that alternative spelling is used inconsistently, eg <i>organize</i> but <i>organisation</i> within the same document
<p>4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens</p>	<ul style="list-style-type: none"> • Dates must be of consistent style throughout a document. For example, if full style is used such as <i>12 January 2009</i>, this style should be used for all subsequent dates within the same document. (Please also refer to Section 2.1 Notes above) • Measurements and weights must be used consistently. For example, <i>5cm</i> or <i>5 cm</i>; <i>16kg</i> or <i>16 kg</i> • Times should be keyed in as shown in the draft, for example, <i>9.30 am</i> or <i>9.30am</i>. Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so • Money: there must be no character space between £ and the amount, eg <i>£60</i> • The display of figures should be an “acceptable system”, eg <ul style="list-style-type: none"> - all figures including “1” - all words (but use of words such as <i>twenty-five</i> or <i>twenty five</i> must be consistent) - <i>one</i> as a word, all others as figures

	<ul style="list-style-type: none"> - <i>one</i> to <i>nine</i> or <i>ten</i> as words and then <i>10</i> or <i>11</i> upwards as figures - <i>one</i> to <i>twenty</i> as words and then <i>21</i> upwards as figures
	<ul style="list-style-type: none"> • Where dashes or hyphens are used to represent the word “to” (eg <i>15-22</i> or <i>15 – 22</i>) these must be used consistently throughout a document
4M inconsistent use of open or full punctuation within a document	<p>This includes:</p> <ul style="list-style-type: none"> • a full stop appearing in any abbreviation such as <i>enc</i>, <i>cc</i>, <i>eg</i>, <i>am</i>, when open punctuation has been used • a missing full stop in any abbreviation such as <i>enc.</i>, <i>c.c.</i>, <i>e.g.</i>, <i>a.m.</i>, where full punctuation has been used
4N insertion of an additional comma which alters the meaning of a sentence	<ul style="list-style-type: none"> • Candidates should key in punctuation as presented in the draft. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence