

TEXT PROCESSING (BUSINESS PROFESSIONAL)

Document Presentation

Level: 2
Credits: 5
Learning Time: 50 hours

Learning outcomes	Assessment Criteria	Knowledge, understanding and skills
1 Use a word processor efficiently	1.1 Use the different functions of a word processor	<ul style="list-style-type: none"> • Set left and top margins of at least 13 mm • Underline text • Insert borders • Use spellchecker • Print documents on A4 plain paper
2 Input text from handwritten and typewritten drafts	2.1 Produce text accurately and efficiently from handwritten and typewritten drafts and print as instructed	<ul style="list-style-type: none"> • Plan and organise work within deadlines • Read and transcribe variable quality manuscript • Incorporate information from Resource Sheet • Plan layout of work in a variety of formats • Accurately key in text from handwritten and typewritten drafts • Use English and mother-tongue dictionaries • Interpret written instructions • 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 • Check accuracy of amendments and that all instructions have been carried out correctly

		<ul style="list-style-type: none"> • Proofread and correct errors, using appropriate correction techniques, to ensure work is 100% accurate
	2.2 Amend text as instructed	<p>Amend text as shown in draft:</p> <ul style="list-style-type: none"> • deletion with replacement words • deletion without replacement words
3 Produce four business documents	3.1 Retrieve a one-page display document, amend and print as instructed	<ul style="list-style-type: none"> • Retrieve text from pre-stored file • Edit word art in recalled text – change the words and font size • Move word art to another position within the document • Insert a text box, shaded or unshaded with a border • Use a different font style • Insert a picture • Insert a full-page fancy border • Carry out a case change in recalled text • Centre one or more lines of text
	3.2 Retrieve a letterhead and key in a circular letter and print as instructed	<ul style="list-style-type: none"> • Retrieve pre-stored letterhead • Key in <i>Our ref</i> details including capitalisation • Key in a circular letter from handwritten draft • Produce a tear-off slip • Insert date – either “today’s date” or “month and year” • Insert a special character or symbol • Emphasise a section of text
	3.3 Retrieve a multi-page technical document, amend and print as instructed	<ul style="list-style-type: none"> • Retrieve text from pre-stored file • Carry out a search and replace • Incorporate information from a Resource Sheet

		<ul style="list-style-type: none"> • Insert header or footer as instructed • Make changes to an organisation chart in recalled text • Insert page numbers on continuation sheet(s) • Insert superscript and subscript characters • Insert a special character or symbol • Change text to full justification • Adjust top and left margins • Change linespacing • Inset from the left margin
	<p>3.4 Creation and completion of a form and print as instructed</p>	<ul style="list-style-type: none"> • Incorporate information from a Resource Sheet • Part 1 – create a form from typed model given in draft • Print form, clearly showing lines of ruling • Part 2 – complete the created form from details given in Resource Sheet • Remove ruling • Insert today's date <p>Form will have main and/or subheadings and will be a two-column ruled table with headings in the first column. A boxed section consisting of a three-column table with column headings will also be included.</p>

Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor, a variety of specialist business documents to a standard that meets the requirements of employment. Candidates will use a range of complex word processing functions and to work accurately within time constraints.

Assessment

Assessment will consist of producing four business documents totalling no more than 950 words (500 to be input by candidates and no more than 450 words recalled) and will take the form of a 1 hour 45 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 45 minutes)

To achieve a Pass, candidates must produce the documents with no more than 11 faults within the time allowed (1 hour 45 minutes)

The grade achieved will be stated on the certificate.

Administration guidance

- Word processing equipment **must** be used to complete the exam
- Centres must ensure that the recall material for this examination is available for candidates. This recall material will be available on CD-ROM provided by OCR or can be downloaded from Interchange, OCR's secure website.
 - Centres **must not** re-key or amend the pre-stored documents
- Stationery: A4 plain paper
- 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 four 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
<p>Section 1 Faults - keying in errors One fault will be given for each word* which:</p>	
<p>1.1 contains a character which is incorrect (including upper case character within a word), or is illegible for any reason</p>	<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
<p>1.2 has omitted or additional characters or spaces (including omissions caused by faulty use of correction materials/ techniques, eg hole in paper)</p>	<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 '
<p>1.3 contains handwritten character(s)</p>	<ul style="list-style-type: none"> • Special characters and symbols must be inserted by use of computer – handwritten ones will incur 1 fault per word
<p>1.4 has no space following it</p>	
<p>1.5 has more than 2 character spaces following it, except where appropriate, eg before postcode, after punctuation</p>	<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)

<p>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, or lines on a form</p>	
<p>1.7 does not contain initial capitals:</p> <ul style="list-style-type: none"> • 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 • Inserting a capital letter following a penalty for an incorrect full stop will not be penalised
<p>Section 2 Faults – omissions and additions One fault will be given for:</p>	
<p>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)</p>	<ul style="list-style-type: none"> • Failure to delete recalled text and insert replacement words will incur 1 fault for each word that has been omitted or is the wrong word • The incorrect incorporation of information from a Resource Sheet will be penalised 1 fault per omitted or additional word • The unspecified deletion and/or duplication of recalled text will incur 1 fault per word, unless it can be attributed to a deletion without replacement (see 2.2 below) • An instruction will be included in the circular letter to “Use today’s date” or to “Date for month and year only” • Special characters and symbols, eg © ® ™ Ω Σ ♠ ♣ ♥ ♦ ± ≈ < ≤ ≥ > ≅ ≤ ✂ ☎ ☒ ☺ ① ☒ ☑, must be keyed in exactly as shown, including spacing before and after the character/symbol • Inaccurate keying in of a chemical formula, eg H₂O keyed in as H₂0, will incur 1 fault per word • Failure to produce the tear-off slip will incur 1 fault per line and word omitted • Failure to make changes to the organisation chart as shown will incur 1 fault for each word or box that is omitted, incomplete or incorrect to a maximum of 5 faults • Omitted or additional items on the form (in Part 1 and/or Part 2) will incur 1 fault per word • Today’s date should be inserted on the form, in the appropriate space, unless otherwise instructed • All errors in dates are penalised per element • Any style of date is acceptable, with the exception of the American numeric format, eg 12/25/2009 as Christmas Day

	<ul style="list-style-type: none"> • 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 or above the first line of the document or below the last line of the document
<p>2.2 each instance of failure to delete recalled text as instructed</p>	<ul style="list-style-type: none"> • Failure to delete recalled text as shown in the draft will incur 1 fault maximum. This relates to deletions where there are no replacement words written above the words crossed through
<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"> - ensure consistent use of font style/size throughout a document - edit word art – change words and font size - move word art - insert a text box, shaded or unshaded, with a border - use different font styles - insert a picture as instructed - insert a full-page fancy border - carry out a case change - produce a tear-off slip - carry out a search and replace - insert headers/footers - insert page numbers on continuation sheets - create and produce a form following the model given 	<ul style="list-style-type: none"> • Changes made to the font style/size of recalled text in a document where there is no instruction to do so will incur 1 fault maximum per exam paper • Failure to amend the word art and/or font size as instructed will incur 1 fault maximum • Failure to move the word art to the position specified will incur 1 fault • Failure to create a text box as instructed will incur 1 fault maximum – to include shading, border and vertical position • The text box may be positioned anywhere across the page but must appear in the correct position vertically as shown in the draft • The entire text box must be shaded, not just text • A border must be inserted around the text box • All text in a shaded text box must be clearly readable • Failure to use a different font style in the text box, as instructed, will incur 1 fault Note: if the change is not clear, eg using similar sans serif fonts, a penalty will be incurred • Any picture may be used from any source but candidates should re-size if necessary to ensure that all the text will fit on to one side of a sheet of A4 paper • The picture must be positioned in the exact position as instructed – horizontally at the left or right margin or in the centre and vertically at the exact position as shown in the draft • Inserting a full-page border that is not a fancy border or a border that is not full page will incur 1 fault • Case change of recalled text may be from lower case to upper case or from upper to lower case • Failure to change the case of all text as instructed will incur 1 fault, but where candidates incur errors when rekeying the text, 1 fault per word will be incurred under 2.1 • Candidates should ensure, where a sentence is involved, that the first letter is a capital (eg by using sentence case)

	<ul style="list-style-type: none"> • In the circular letter space need not be left for a recipient address • The tear-off slip must include a line of dashes from edge to edge of the paper, with a tolerance of 5 mm either side; otherwise 1 fault maximum will be incurred • The lines of dots should be aligned consistently at the right margin – failure to do so will incur 1 fault • The bottom margin of the completed tear-off slip must be no more than 4 cm; otherwise, 1 fault will be incurred • 1 fault maximum will be incurred if words are not replaced as instructed • A header or footer not inserted as instructed (including keying in errors) will incur 1 fault maximum • An additional penalty under 4J will be penalised for capitalisation errors in the header/footer • Header or footer may be in any position in the header/footer zone but must be in the same font style and size as the remainder of the text in the document • Failure to insert a page number on continuation sheet(s) will incur 1 fault • Page numbers may appear in any position and may be in any style • Page numbers inserted on single-page documents will incur 1 fault per exam paper • The form must be created and produced following the model given • The form will be a two-column ruled table and will include a boxed section, with single-line headings, and 3-4 columns for insertion of tabulated text • Failure to remove the ruling from the form (in Part 2) will incur 1 fault
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Section 3 Faults - transpositions and misplacements

One fault will be given for each instance of:

3.1 words that are misplaced within text, where there is no instruction	<ul style="list-style-type: none"> • Data that is entered in the wrong position on the form will incur 1 fault per instance
3.2 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	<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) or recalled
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	<ul style="list-style-type: none"> The organisation chart may extend into the left/right margins but if the left or right margin is less than 13 mm, a penalty will be incurred
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 above/below a text box Failure to leave a clear linespace between items in the tear-off slip
4C failure to use linespacing as instructed	<ul style="list-style-type: none"> Failure to change linespacing as instructed
4D failure to emphasise text as instructed	<ul style="list-style-type: none"> Emphasis extended beyond the required portion Additional emphasis of text where not requested (except for headings – see 4J below) Emphasis may be bold, italics, underlining, change of font style/size Failure to clearly change the font or size of some text as instructed will incur a penalty. Note that if the changes are not clear, eg using similar san serif fonts or changing the font size by one point, a penalty will be incurred
4E not applicable to this unit	
4F failure to centre text or data as instructed	<ul style="list-style-type: none"> Failure to centre text or data as instructed to within 13 mm over the typing line
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> Invigilators must notify OCR of any machine faults resulting in marks on the paper Invigilators should also report any problems with printers, so as not to disadvantage candidates
4H incorrect stationery used (eg letterhead, A4 plain paper, portrait)	<ul style="list-style-type: none"> The pre-stored letterhead must be used to produce the circular letter
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 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 <i>WHITE</i> • failure to use block capitals as presented in draft, eg <i>DISEASES</i> keyed in as <i>Diseases</i> • 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 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, lines of ruling within a document</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>5 cm</i> or <i>5cm</i>; <i>16 kg</i> or <i>16kg</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>. In columns and tables accept spacing between £ and amount • 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 - <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 • 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	<ul style="list-style-type: none"> • A full stop appearing in any abbreviation such as Enc, cc, eg, am when open punctuation has been used • A missing full stop in any abbreviation such as Enc., c.c., e.g., a.m., 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
4O not applicable to this unit	
4P <ul style="list-style-type: none"> - failure to align text and figures in columns to the left consistently - failure to align figures in columns to the left, right or centre consistently - failure to align data in columns consistently with column headings 	<ul style="list-style-type: none"> • Where sums of money require the alignment of decimal points in a column, the first figure should be left-aligned with the column heading
4Q not applicable to this unit	
4R text that touches a vertical line in a text box or on the form	<ul style="list-style-type: none"> • If text touches any vertical lines in a text box – 1 fault will be incurred under 4R
4S failure to justify text or data as instructed	<p>A penalty will be incurred:</p> <ul style="list-style-type: none"> • where right margin justification requested but left margin is ragged • if justification is lost on last line of page • if justification used when a right ragged margin is requested
4T failure to adjust margins or line length as instructed	<ul style="list-style-type: none"> • Left and top margins must be adjusted as instructed, within a 3 mm tolerance • Adjusting other margins as well as or instead of the left and top margins will incur 1 fault
4U failure to inset from left margin as instructed	<ul style="list-style-type: none"> • The inset measurement must be exactly as instructed. If extra text has been incorrectly included within the inset, a penalty will be incurred • Insetting the wrong section of text incurs 1 fault maximum