

# TEXT PROCESSING (BUSINESS PROFESSIONAL)

## Medical Audio-Transcription

Level: 2  
Credits: 5  
Learning Time: 50 hours

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
1 Use audio equipment, word processor or a typewriter effectively	1.1 Use the different functions of a word processor or different parts of the typewriter in co-ordination with audio equipment	<ul style="list-style-type: none"> <li>• Set top and left margins of at least 13 mm</li> <li>• Alter linespacing (single/double) as instructed</li> <li>• Emphasise text as instructed eg emboldening, underlining, capitals, etc</li> <li>• Interpret dictated text, demonstrating knowledge of English grammar and spelling, use of spellchecker, knowledge of medical terminology, etc</li> <li>• Interpret verbal instructions for punctuation eg full stop (.) comma (,) oblique (/) etc</li> </ul>
2 Enter and format text from recorded material	2.1 Produce text accurately and efficiently from Information Sheet and recorded material	<ul style="list-style-type: none"> <li>• Plan and organise work within deadlines</li> <li>• Plan layout of work in a variety of formats</li> <li>• Accurately key in text from recorded speech</li> <li>• Interpret audio instructions</li> <li>• Proofread and correct errors, using appropriate correction techniques, to ensure work is 100% accurate</li> <li>• Use consistent style and format of presentation with at least one clear linespace before and after separate items within a document</li> <li>• Use appropriate stationery (eg letterheads, plain A4 paper)</li> </ul>

		<ul style="list-style-type: none"> <li>• Check accuracy of amendments and that all instructions have been carried out correctly</li> </ul>
3 Produce three business documents	3.1 Key in and print a medical business letter on a pre-printed letterhead or by use of a template from recorded material	<ul style="list-style-type: none"> <li>• Use conventional and consistent layout and style of a medical business letter</li> <li>• Use OCR-supplied letterhead template</li> <li>• Key in 'Our ref' detail as shown on the information sheet, including capitalisation and hospital number</li> <li>• Insert today's date on letter</li> <li>• Insert a special mark, as dictated eg Private and Confidential, Urgent, etc</li> <li>• Insert a subject heading as dictated</li> <li>• Indicate enclosure(s), as implied in the verbal instruction, using an acceptable convention</li> <li>• Produce extra copies and indicate routing on each copy. Destination details must be presented on the top and subsequent copies</li> </ul>
	3.2 Key in and print a memo, advertisement or notice from recorded material	<ul style="list-style-type: none"> <li>• Use conventional and consistent layout and style of a variety of medical business documents</li> <li>• If appropriate insert reference detail as given on the information sheet</li> <li>• Insert today's date where appropriate</li> <li>• Insert a subject heading as dictated</li> <li>• Key in a table as dictated</li> </ul>
	3.3 Key in and print an article or report from recorded material	<ul style="list-style-type: none"> <li>• Use conventional and consistent layout and style of a report or article</li> <li>• Insert a page number on continuation sheets, if used</li> <li>• Use single/double linespacing as instructed</li> <li>• Insert a subject heading as dictated</li> <li>• Key in a list as dictated</li> <li>• Emphasise text, as instructed eg</li> </ul>

		emboldening, underlining, capitals, etc <ul style="list-style-type: none"> <li>• Centre over the typing line</li> <li>• Change linespacing as instructed</li> <li>• Allocate vertical space as instructed</li> <li>• Include distraction element</li> </ul>
	3.4 Amend word corrections as dictated	<ul style="list-style-type: none"> <li>• Amend word corrections as dictated</li> </ul>
	3.5 Insert a table within text	<ul style="list-style-type: none"> <li>• Key in a table from recorded speech</li> <li>• Key in three or four columns of data containing text and numbers</li> <li>• Ensure data in columns and column headings are aligned consistently</li> </ul>

## Unit aim

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This unit aims to equip candidates with the ability to produce a variety of routine medical business documents to a standard that meets the business document production of employment from recorded speech and information provided on the information sheet. They demonstrate understanding of the requirements of medical conventions.

## Assessment

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**In order to subject the candidates to distraction extra details for Document 3 will be announced by the Invigilator approximately 15-30 minutes after the start of work.**

Assessment will consist of producing three medical business documents totalling 600 words and will take the form of a 1 hour 30 minute test; set and marked by OCR.

Candidates will be required to work from recorded speech containing interpolations and corrections to produce 3 documents. The dictation will be given by means of a recording played on equipment over which the candidates have individual control.

Results will be graded Distinction, Pass or Fail.

To achieve a Distinction, candidates must produce the documents with no more than 3 faults within the time allowed (1 hour 30 minutes).

To achieve a Pass, candidates must produce the documents with no more than 9 faults within the time allowed (1 hour 30 minutes).

The grade achieved will be stated on the certificate.

## Administration guidance

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- Either a word processor or a typewriter may be used to complete the exam.
- Dictation for Medical Audio-Transcription is recorded and supplied by OCR as mp3 and .wav files on CD-ROM and downloadable from OCR Interchange. The material must be copied onto equipment over which the candidates have individual control.
- Stationery: A4 plain paper will be required. Templates may be pre-printed onto plain paper for those candidates using a typewriter.
- Printing: candidates **must** carry out their own printing. (Photocopying may be undertaken by an appointed person but routing must be undertaken by the candidate)
- Audio equipment to be supplied by the Centre.
- 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

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Candidates must produce three medical 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

Tutors should refer to the 'Notes on Preventing Computer-Assisted Malpractice' which may be found in the OCR Vocational Qualifications Administration Guidance booklet.

## Errors will be divided into 4 categories:

Marking Criteria	Tutor Notes
<b>Section 1 Faults - keying in errors</b> <b>One fault will be given for each word* which:</b>	
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"> <li>• 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></li> <li>• Candidates may use English and mother tongue dictionaries, medical dictionaries and spellcheckers where available</li> </ul>
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"> <li>• A space inserted between a word and its associated punctuation, eg <i>word :</i> or <i>word ?</i> will incur 1 fault per instance</li> <li>• Incorrect or omitted paired punctuation, eg brackets, single quotes will incur 1 fault per 'pair', eg ( Progress Group ), ' Progress Group '</li> </ul>
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"> <li>• more than 3 spaces appearing after a full stop, question mark, exclamation mark or colon</li> <li>• 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</li> <li>• 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 (3/4") to spare (measuring the short line against the longest line in the document)</li> </ul>
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 on the information sheet, including the first letter of a sentence	<ul style="list-style-type: none"> <li>• Candidates should key in text as dictated. One fault per instance will be incurred for each initial capital presented on the information sheet that has been keyed in as a lower case character (this includes faults in drug brand names and diseases named after a person eg Hodgkins Disease)</li> <li>• 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</li> </ul>

Marking Criteria	Tutor Notes
<b>Section 2 Faults – omissions and additions</b> <b>One fault will be given for:</b>	
<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"> <li>• Any style of 'Our ref' is acceptable – this may be included in a letterhead template, but candidates will incur a fault if they set up their own reference (not as dictated or on information sheet)</li> <li>• The reference, date, name and address may be presented in any order but must appear above the salutation and must be keyed in as given on the information sheet, including capitalisation</li> <li>• The subject heading must appear somewhere between the letterhead details and the first paragraph of the letter and must be keyed in as dictated</li> <li>• Any style of date is acceptable, with the exception of the American numeric format, eg 12/25/2009 as <i>Christmas Day</i></li> <li>• Dates should appear below the letterhead and above the salutation of the letter and should have a clear linespace above/below</li> <li>• Dates will not be acceptable in the header/footer details alone</li> <li>• 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</li> <li>• All errors in other dates are penalised per element</li> </ul>
<p>2.2</p> <ul style="list-style-type: none"> <li>– failure to indicate punctuation as dictated</li> <li>– failure to produce an extra copy</li> </ul>	<ul style="list-style-type: none"> <li>• Two extra copies must be produced, either by photocopying, additional printouts or from typewriter memory</li> <li>• Failure to produce extra copies will be penalised 1 fault per copy missing</li> <li>• Errors relating to extra copies, such as errors, omissions in destination details, or incorrect or omitted routing are limited to 2 faults maximum</li> <li>• Copies may be produced on headed paper or plain A4 paper</li> </ul>
<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"> <li>– insert a subject heading</li> <li>– a special mark eg Private and Confidential, Urgent</li> <li>– indicate an enclosure</li> <li>– insert page numbers on continuation sheet</li> <li>– indicate additional destination on all copies</li> <li>– indicate routing on appropriate extra copy</li> </ul>	<ul style="list-style-type: none"> <li>• Errors or omission in a subject heading will incur 1 fault max</li> <li>• Errors or omissions in a special mark will incur 1 fault max</li> <li>• 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</li> <li>• The indication of an enclosure must appear below the signatory details</li> </ul>

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> <li>• Page number on page 1 of a multi-page document is acceptable but page numbers on a single-page document will incur a penalty</li> <li>• Page numbers may appear in any position and may be any style but must appear once only on each page of a document</li> <li>• Errors and omissions related to page numbers are limited to 1 fault max per exam paper</li> <li>• The destination details must appear on all copies of the letter. These may include ‘file’ or ‘files’</li> <li>• The destination details must include the word “copy” “cc” or similar – if not, 1 fault will be incurred</li> <li>• If addressee’s name is included in destination details, 1 fault max will be incurred</li> <li>• Any method of indication of routing will be accepted, eg “tick”, special mark or character, emphasis such as bold, underline or use of highlighter pen</li> <li>• Indicate special mark as instructed</li> </ul>

<b>Section 3 Faults – transpositions and misplacements</b>	
<b>One fault will be given for each instance of:</b>	
3.1 not applicable to this unit	
3.2 words that are misplaced within text, where there is no instruction	<ul style="list-style-type: none"> <li>• 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).</li> <li>• This also applies to each incorrect insertion of an entry against a pre-printed or template item.</li> </ul>
3.3 failure to paragraph as per verbal instruction	
<b>Section 4 Faults – presentation</b>	
<b>No more than one fault per paper for each of the following items:</b>	
4A left and/or top margins of less than 13mm, or ragged left margin	<p>This includes:</p> <ul style="list-style-type: none"> <li>• ragged left margin, eg additional character spacing at the beginning of a line or paragraph</li> <li>• main and sub-headings not keyed in at the left margin, as presented in draft – unless otherwise instructed (eg centring) or recalled</li> </ul>

4B no clear linespace before and after separate items within a document	<ul style="list-style-type: none"> <li>• Failure to leave a clear linespace before and after separate items within a document, eg before/after headings, between paragraphs</li> <li>• Failure to leave a clear linespace below a letter heading</li> </ul>
4C failure to use linespacing as instructed	<ul style="list-style-type: none"> <li>• Failure to change linespacing as instructed</li> </ul>
4D failure to emphasise text as instructed	<p>This includes:</p> <ul style="list-style-type: none"> <li>• emphasis extended beyond the required portion</li> <li>• additional emphasis of text where not requested (except for headings – see 4J below)</li> <li>• emphasis may be any method such as bold, italics or underlining</li> </ul>
4E allocation of space not as instructed	
4F failure to centre text or data as instructed	<ul style="list-style-type: none"> <li>• Failure to centre text or data as instructed to within 13 mm over the typing line</li> </ul>
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> <li>• Invigilators should notify OCR of any machine faults resulting in marks on the paper</li> <li>• Invigilators should report any problems with printers, so as not to disadvantage candidates</li> </ul>
4H incorrect stationery used (eg letterhead, A4 plain paper)	<ul style="list-style-type: none"> <li>• Report may be produced on plain or headed paper</li> </ul>
4I inconsistent spacing between and within similar items within a document	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>
<p>4J use of initial capitals where not presented on the information sheet, or</p> <ul style="list-style-type: none"> <li>– block capitals used where not dictated</li> <li>– failure to use block capitals as dictated</li> <li>– failure to key in headings with initial capitals and underline as dictated</li> </ul>	<p>This includes:</p> <ul style="list-style-type: none"> <li>• use of initial capitals where initial capitals were not dictated eg <i>Sincerely</i> in complimentary close</li> <li>• block capitals where not dictated or presented on the information sheet eg <i>White</i> keyed in as <b>WHITE</b></li> <li>• failure to use block capitals as dictated eg <i>DISEASES</i> keyed in as <i>Diseases</i></li> <li>• failure to underline headings, including subheadings, as dictated, eg “<u>Miscellaneous Household Items</u>” keyed in as “Miscellaneous Household Items”</li> <li>• capitalisation faults in postcodes and references</li> </ul> <p>Candidates should key in data exactly as dictated and as given on the information sheet</p>

	but additional emboldening, italicising or underlining of headings will not be penalised
4K inconsistent use of alternative spellings within a document	<ul style="list-style-type: none"> <li>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</li> </ul>
4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document	<ul style="list-style-type: none"> <li>Dates must be of consistent style throughout a document. For example, if full style is used such as <i>12 January 2011</i>, this style should be used for all subsequent dates within the same document. (Please also refer to Section 2.1 Notes above)</li> <li>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></li> <li>Times should be keyed in as dictated, 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</li> <li>Money: there must be no character space between £ and the amount, eg £60. In columns and tables accept spacing between £ and amount</li> <li>The display of figures should be an “acceptable system”, eg <ul style="list-style-type: none"> <li>all figures including “1”</li> <li>all words (but use of words such as <i>twenty-five</i> or <i>twenty five</i> must be consistent)</li> <li><i>one</i> as a word, all others as figures</li> <li><i>one</i> to <i>nine</i> or <i>ten</i> as words and the <i>10</i> or <i>11</i> upwards as figures</li> <li><i>one</i> to <i>twenty</i> as words and then <i>21</i> upwards as figures</li> </ul> </li> <li>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.</li> <li>Lines of ruling in a table – a candidate opting to use gridlines in a table will incur a penalty only if these result in empty cells</li> <li>Where lines of ruling have been inserted, a penalty under 4B will not be incurred for failure to leave a clear linespace below the column headings</li> </ul>
4M inconsistent use of open or full punctuation within a document	<p>This includes:</p> <ul style="list-style-type: none"> <li>a full stop appearing on any abbreviation such as <i>enc</i>, <i>cc</i>, eg. <i>Am</i>, when open punctuation has been used</li> <li>a missing full stop in any abbreviation such as <i>enc. c.c.</i>, <i>e.g.</i>, <i>a.m.</i>, where full punctuation has been used.</li> </ul>

	This is applicable to the letter and the memo
4N insertion of an additional comma which alters the meaning of a sentence	<ul style="list-style-type: none"> <li>Candidates should key in punctuation as dictated. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence</li> </ul>
4O not applicable to this unit	
4P <ul style="list-style-type: none"> <li>failure to align text and figures in columns to the left consistently</li> <li>failure to align data in columns consistently with column headings</li> </ul>	
4Q failure to align decimal points within a document	