




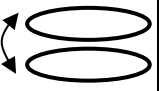





TEXT PROCESSING (BUSINESS PROFESSIONAL)

Medical Word Processing

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 top and left margins of at least 13 mm, except where instructed otherwise • Recall and reformat text • Amend, modify and insert text and images • Perform a word count
2 Retrieve recalled text from pre-stored files	2.1 Recall text from previously stored documents	<ul style="list-style-type: none"> • Correctly retrieve pre-stored files for use in three of the four documents • Correctly retrieve pre-stored letterhead template • Correctly retrieve pre-stored phrases saved within letterhead template • Retain layout and formatting except where instructed
3 Input text from handwritten and typewritten drafts	3.1 Produce text accurately and efficiently from handwritten and 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 • Use English and mother-tongue dictionaries, medical and drug dictionaries

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Interpret written instructions • Check accuracy of amendments and that all instructions have been carried out correctly • Use spellcheckers • 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)
<p>4 Produce four business documents with a medical context (totalling no more than 1040 words – 500 words to be input and no more than 540 words to be recalled) in the time allowed (1 hour 45 minutes)</p>	<p>4.1 Recall an article/information sheet/report, carry out amendments and reformatting</p>	<ul style="list-style-type: none"> • Retrieve text from pre-stored file • Adjust top and left margins as instructed • Use full justification • Move and/or copy text as instructed • Insert page breaks as specified • Insert a header or footer • Number pages as specified • Find and replace a recurring word • Amend text as shown in draft: <ul style="list-style-type: none"> - deletion with replacement words - deletion without replacement words <p>Follow correction signs: New paragraph [or // Run on ~ Insertion with word(s) above ↘ or balloon with arrow </p>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<p>Transpose horizontally </p> <p>or balloon with arrow eg </p> <p>Transpose vertically</p> <ul style="list-style-type: none"> - transpose consecutive items vertically  <p>Close up</p> <p>Leave a space </p> <p>Stet - - - - - with </p> <p>in margin</p> <ul style="list-style-type: none"> • Change linespacing as instructed • Inset a section of text from the left margin • Print document on plain A4 paper
	<p>4.2 Recall a notice/poster/ advertisement, carry out amendments, reformatting and a word count</p>	<ul style="list-style-type: none"> • Retrieve text from pre-stored file • Amend text as shown in draft: <ul style="list-style-type: none"> - deletion without replacement words • Follow correction signs • insertion:  <ul style="list-style-type: none"> - transpose consecutive items vertically  - leave a space between words  • Insert a picture, adjust picture width and set text wrapping to left/right as instructed • Sort a recalled list alphabetically • Centre one or more lines of text • Emphasise a section of text • Underline words as drafted in handwritten text

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Use software facilities to perform a word count and enter word count below final line of text • Insert an automatic filename and path in the footer area • Print document in landscape on plain A4 paper
	<p>4.3 Retrieve a document containing data, add continuous text from handwritten draft and modify a table</p>	<ul style="list-style-type: none"> • Retrieve text from pre-stored file • Key in text from handwritten draft • Allocate vertical space • Key in a table from handwritten draft, which will not include ruling but candidates may insert lines of ruling if desired • Table will contain three columns, one sub-divided into two vertically, and two horizontal sections of data containing text and numbers • Key in a main heading and column headings in all capitals • Ensure data in columns and column headings are left aligned consistently • Present text in the table as shown on the draft, adjusting column widths and merging cells to prevent word wrap • Sort columns into a specified numerical/chronological order • Carry out one aspect of modification, eg change the sequence of columns • Print document on plain A4 paper

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	4.4 Key in a medical letter, insert pre-stored phrases and route copies	<ul style="list-style-type: none"> • Recall stored letterhead • Key in medical letter from handwritten draft • Use conventional layout and style of a medical letter • Ensure consistent display throughout the document • Insert today's date • Insert two pre-stored autotext phrases as instructed • Insert destination details, produce extra copies and indicate routing of copies • Print letter and two extra copies with first page on headed paper

Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor, a range of business documents in a medical context to a standard that meets the business document production requirements of employment.

Assessment

Assessment will consist of producing four business documents with a medical context totalling no more than 1040 words (500 words to be input by candidates and no more than 540 recalled words) 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

- A word processor **must** be used to complete the exam.
- Tutors must ensure that the recall material for this examination is available for recall by candidates. This includes a letterhead template. The autotext phrases are stored within the letterhead template. This advance material will be available on CD-ROM provided by OCR or can be downloaded from Interchange, OCR's secure website.

- Tutors **must not** key in the pre-stored documents or letterhead. Tutors must check that the auto text phrases work on their system and if necessary key in the autotext phrases within the template file.
- Stationery: A4 plain paper will be required.
- 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 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

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

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
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, mother tongue, medical and drug dictionaries and spellcheckers where available
1.2 has omitted or additional characters or spaces	<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 '

Marking Criteria	Tutor Notes
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 letterheads	
1.7 does not contain initial capitals as presented in the draft, including the first letter of a sentence and the first letter of a row of text in a table	<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 (this includes faults in drug brand names and diseases named after a person eg Hodgkins Disease) • 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"> • 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 unspecified deletion and/or duplication of recalled text will incur 1 fault per word, unless it can be attributed to a vertical or horizontal transposition, deletion without replacement (see 2.2 below), move or copy • 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 • The date 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
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Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> • Any style of date is acceptable, with the exception of the American numeric format, eg 12/25/2009 as Christmas Day • In the medical letter, any presentation of DOB and the patient's actual date of birth in the subject heading is acceptable. The word Re or Ref will be accepted as part of the heading • 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:</p> <ul style="list-style-type: none"> – delete recalled text as instructed – produce an extra copy 	<ul style="list-style-type: none"> • Failure to delete recalled text as shown in the draft will incur 1 fault maximum, irrespective of the number of words involved (this relates to a deletion where there are no replacement words written above the words crossed through) • Penalise 1 fault for each copy not produced
<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 each autotext phrase – insert headers or footer as instructed – use specified font style/size – ensure consistent use of font style/size throughout a document – insert number pages as specified – insert page breaks as instructed – carry out an aspect of modification as instructed – insert a picture – resize picture – wrap text left/right of picture – underline text – indicate destination details on all copies – indicate routing – use software facilities to perform a word count – insert an automatic filename and path in the footer area 	<ul style="list-style-type: none"> • Failure to insert the phrase, each phrase not inserted in full or duplication of any part of a phrase will be penalised as 1 fault per phrase • Failure to insert a header/footer in the specified position as instructed incurs 1 fault maximum (including keying errors) • Capitalisation faults may also be penalised under 4J (see below) • Headers/footers may appear within the margin allowance • Any font style and size may be used in the header/footer area • Changes made to the font style/size in a document where there is no instruction to do so will incur 1 fault maximum per exam paper • Failure to use a specified font style/size as instructed will incur 1 fault maximum per document • Failure to insert page numbers as instructed incurs 1 fault maximum • Insertion of page numbers on single-page documents incurs 1 fault maximum • If page numbers not inserted on continuation sheets, 1 fault maximum is incurred • 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 • Page breaks not inserted where instructed in the

Marking Criteria	Tutor Notes
<ul style="list-style-type: none"> - present text in the table as shown on the draft - merge cells over sub-divided columns 	<p>multi-page document. Incorrect pagination will incur 1 fault maximum</p> <ul style="list-style-type: none"> • Failure to carry out an aspect of modification, ie change the sequence of columns in a table, will incur 1 fault • The word used in find and replace will be keyed in consistently, eg SHARE, Share, share • Failure to carry out the find and replace or errors in the replaced text will incur 1 fault • Failure to insert the correct picture and/or re-size as instructed will incur 3 faults maximum – 1 each for failure to insert, size and wrap picture as instructed. Measurements of the picture must be accurate within a 1 mm tolerance • Failure to underline words within the text exactly as shown in the draft incurs 1 fault maximum, including omission of the underline and underlining which is too long or too short (this is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below) • The destination details must include the word “copy”, “cc” or similar – if not, 1 fault will be incurred • The destination details must appear on all copies. “File” or “files” may be used • Addressee’s name included in destination details, 1 fault maximum will be incurred • Routing must be indicated on at least one copy • Any method of indication of routing will be accepted eg tick, underline, highlighting on appropriate copy • Errors, omissions etc relating to extra copies, destination details and routing will be penalised as 2 faults maximum • The word count will be evidenced by candidates keying in the figure below the final line of text • An incorrect word count will incur 1 fault maximum • An incorrect word count resulting from errors in the text will not be penalised • Both the automatic filename and path must be clearly shown in the footer area; otherwise 1 fault maximum will be incurred (any font style and size may be used in the footer area) • The letterhead template font style/size and margins must not be changed • Adjust table column widths to ensure text is displayed on one line - wrapping text will incur 1 fault maximum • Heading over two sub-divided columns must span over the second sub-column

Marking Criteria	Tutor Notes
Section 3 Faults - transpositions and misplacements One fault will be given for each instance of:	
3.1 items not transposed (horizontally or vertically) in accordance with a correction sign	<ul style="list-style-type: none"> • Failure to transpose items in recalled text (horizontally or vertically) in accordance with an amendment sign will incur 1 fault per correction sign • Words that have been omitted as a direct result of incorrect horizontal or vertical transposition of recalled text incur 1 fault maximum • Where vertically transposed text includes an amendment to text (eg deletion with replacement words) or a correction sign for insertion of words (eg caret sign, balloon or “stet”), 1 fault per word for wrong/omitted words will be incurred under 2.1, in addition to the penalty under 3.1
3.2 words that are misplaced within text, where there is no instruction regardless of the amount of words involved	
3.3 failure to paragraph as per draft or as specified by a correction sign, eg new paragraph or run on	
3.4 a list of items not sorted as instructed	<ul style="list-style-type: none"> • Failure to sort as instructed will incur 1 fault per document. Any omitted, additional or incorrect words will be penalised 1 fault per word under 2.1 • Failure to ensure that corresponding details are correctly rearranged in the table sort will incur 1 fault maximum
3.5 failure to copy text as instructed	<ul style="list-style-type: none"> • Failure to copy text within a document as instructed will be penalised 1 fault maximum • Copying the wrong text will be penalised 1 fault maximum • Moving the text rather than copying text will be penalised 1 fault maximum
3.6 failure to move text as instructed	<ul style="list-style-type: none"> • Failure to move text as instructed will be penalised 1 fault maximum • Moving the wrong text will be penalised 1 fault maximum • Copying text rather than moving text will be penalised 1 fault maximum • If all or part of the text to be moved is duplicated or missing, 1 fault maximum will be penalised
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

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> main and subheadings not keyed in at the left margin, as presented in draft – unless otherwise instructed (eg centring) or recalled section headings in table must appear as draft the table may be inset from left margin but if table extends into the left margin resulting in an irregular left margin with text above/below table a fault 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 below the table column headings and before/after section headings Failure to leave a clear linespace below a letter heading Failure to leave a clear linespace below column headings will not be penalised where lines of ruling have been inserted
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 section of text specified Additional emphasis of text in a document where not requested (except for headings – see 4J below) Emphasis may be bold, italics, underlining, change of font style/size only
4E allocation of space not as instructed	<ul style="list-style-type: none"> Failure to leave the minimum vertical space specified will incur a penalty
4F failure to centre text as instructed	<ul style="list-style-type: none"> Text must be centred as instructed to within 13 mm over the typing line
4G work which is creased, torn or dirty	<ul style="list-style-type: none"> Errors appearing on additional copies which do not appear on the top copy will be penalised under 4G
4H incorrect stationery used (ie letterhead, A4 plain paper, portrait/landscape)	<p>This includes:</p> <ul style="list-style-type: none"> failure to use OCR supplied letterhead template failure to print in landscape where requested failure to produce continuation sheets on plain paper Complimentary close/routing details split over 2 pages will incur 1 fault maximum
4I inconsistent spacing between and within similar items within a	<p>This includes:</p> <ul style="list-style-type: none"> inconsistent spacing (including linespacing) between

Marking Criteria	Tutor Notes
document	<p>and within similar items is only penalised if a comparison with a similar item can be made within the same document</p> <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 insetting within the same document for comparison • in the table, there is no requirement for consistent spacing between columns or before/after the table
<p>4J</p> <ul style="list-style-type: none"> – use of initial capitals where not presented in draft, or – 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 Sincerely in complimentary close, generic drug names typed with an initial capital and initial capitals used inconsistently for diseases/conditions • Block capitals used where not presented in draft, eg <i>White</i> keyed in as WHITE • Failure to use block capitals as presented in draft, eg DISEASES 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
4K inconsistent use of alternative spellings within a document	<ul style="list-style-type: none"> • Alternative spellings 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 • American spellings, eg color, are not acceptable
4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document	<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

Marking Criteria	Tutor Notes
	<p>accept spacing between £ and amount</p> <ul style="list-style-type: none"> • 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 • Where lines of ruling in a table have been used, empty cells in a table or inconsistent ruling will incur a penalty
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 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 data in columns consistently with column headings 	
4Q - failure to align the decimal points in column of numbers	<ul style="list-style-type: none"> • Where sums of money require the alignment of decimal points in columns, the first figure of the longest amount in each column should be left-aligned with the column heading
4R not applicable to this unit	
4S failure to justify text or data as instructed	<ul style="list-style-type: none"> • A penalty will be incurred if the right margin is justified but the left margin is ragged • A penalty will be incurred if justification of the last line of text on a page is lost (eg where hard page break inserted within a paragraph)
4T failure to adjust margins or line length as instructed	<ul style="list-style-type: none"> • Left and top margin must be adjusted as instructed, within a 3 mm tolerance • Adjusting other margins will incur 1 fault

Marking Criteria	Tutor Notes
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