





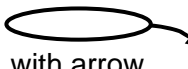
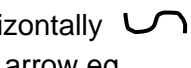


TEXT PROCESSING (BUSINESS PROFESSIONAL)




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"> • Change left and top margins • Change linespacing • Use spellchecker • Use correct pagination • Number pages as specified • Insert a header or a footer in specified position • Search and Replace • Inset text • Change font and size • Centre text • Underline text • Set up a table with sub divided columns • Set up a column aligning decimal points • Merge cells • Use full justification • Move and copy text • Insert a picture and resize the width • Sort data alphabetically and numerically • Recall pre-stored autotext phrases • Use word count facility • Print using portrait and landscape
2 Input text from handwritten and typewritten drafts	2.1 Produce text accurately and efficiently from handwritten and from typewritten drafts and carry out own printing	<ul style="list-style-type: none"> • Plan and organise work within deadlines • Plan layout of work in a variety of formats • Interpret written instructions

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Use consistent style and format of presentation with at least one clear linespace before and after separate items within a document • Read and transcribe variable quality manuscript • Accurately key in text from handwritten and typewritten drafts • Use English and mother-tongue dictionaries • 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 appropriate stationery, ie plain A4 paper • Print single and multi-page copies

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3 Produce four business documents	3.1 Retrieve an article/information sheet/report, amend as instructed and print one copy	<ul style="list-style-type: none"> • Correctly retrieve text from pre-stored document • Use conventional layout and style of an article/information sheet/report • Key in text • Adjust left and top margins • Use full justification • Move text • Copy text • Insert page breaks as specified • Insert a header or footer • Number pages 2 and 3 • Search and replace • Amend text as instructed: <ul style="list-style-type: none"> - deletion with replacement words - deletion without replacement words <p>Follow correction signs</p> <p>New paragraph  or </p> <p>Run on </p> <p>Insertion with word(s) above  or balloon with arrow </p> <p>Transpose horizontally or balloon with arrow eg </p> <p>Close up </p> <p>Stet - - - - - with  in margin</p> <ul style="list-style-type: none"> • Change linespacing of document to double linespacing, as instructed • Inset a section of text from the left • Print multi-page document on plain A4 paper

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	3.2 Recall a notice/poster/ advertisement for display, amend as instructed and print one copy	<ul style="list-style-type: none"> • Correctly retrieve text from pre-stored file • Ensure left and top margins are at least 13 mm • Centre one or more lines of text • Underline words which will be included in handwritten text in the draft • Change font size of a section of text • Insert a picture, resize width and wrap text to left/right as instructed • Sort a recalled list • Amend text as instructed: <ul style="list-style-type: none"> - deletion without replacement words • Follow correction signs <ul style="list-style-type: none"> - insertion:  - transpose consecutive items vertically  - leave a space  • Use software facilities to perform a word count • Print one copy on a single sheet of A4 landscape
	3.3 Recall a document and key in a table and continuous text from handwritten draft and print one copy	<ul style="list-style-type: none"> • Correctly retrieve text in Arial 11 from pre-stored file • Ensure left and top margins are at least 13 mm • Key in document in Arial 11 from handwritten draft • Allocate vertical space • Key in a main heading, section headings and column headings (one sub-divided) in all capitals • Key in four columns and two sections of data containing text and numbers • Ensure text and data in columns and column headings are left aligned consistently

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Ensure decimal points are aligned consistently and that the longest figure is left aligned with the column heading • Display lines of text in the sections of the table as copy • Sort columns into a specified order • Carry out one aspect of modification, eg change the sequence of columns or change the order of sections • Print one copy of the document on plain A4 paper
	<p>3.4 Key in a letter on a pre-stored letterhead template from handwritten draft. Retrieve autotext phrases and print and route copies as instructed</p>	<ul style="list-style-type: none"> • Correctly retrieve pre-stored letterhead • Key in letter from handwritten draft using letterhead template provided by OCR • Use conventional layout and style of a business letter • Insert today's date • Key in <i>Our ref</i> details including capitalisation • Produce extra copies and indicate routing of copies. Destination details must be presented on the top and subsequent copies • Ensure left and top margins are at least 13 mm • Insert two autotext phrases • Ensure consistent display of bullet points in recalled and keyed in text • Use specified font and size ensuring consistency • Use ragged/justified margins as requested • Number second page • Print document and 2 extra copies with first page on recalled letterhead template

Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten and recalled text using a word processor, a variety of business documents to a standard that meets the requirements of employment.

Assessment

Assessment will consist of producing four business documents totalling 1020 +/- 20 words (totalling 500 words to be input and 520 +/- 20 words to be recalled) in the time allowed 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 includes a letterhead template. The autotext phrases are stored within the letterhead template. 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, or letterhead. Centres must check that the autotext phrases work on their system and if necessary key in the autotext phrases in the letterhead 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 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, including 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

Marking Criteria	Tutor Notes
Section 2 Faults – omissions and additions One fault will be given for:	
<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 per wrong word or for each word that has been omitted • 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 • Any style of date is acceptable, with the exception of the American numerical format, eg <i>12/25/2009</i> as Christmas Day • 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"> - recall correct autotext phrases - ensure consistent use of font style/size throughout a document - change the font style/size as instructed - display bullet points consistently - insert a header/footer - number pages as specified - carry out an aspect of modification as instructed 	<ul style="list-style-type: none"> • Failure to recall each correct autotext phrase or for each phrase not recalled in full 1 fault per phrase • Duplication of any part of a phrase penalise 1 fault maximum per phrase • 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 display bullet points consistently within a document 1 fault maximum (eg variable style, spacing) • Failure to insert a header/footer as instructed in the specified position incurs 1 fault maximum (including keying errors). Capitalisation faults may be

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<ul style="list-style-type: none"> - insert and resize a picture as instructed - wrap text left/right of picture - underline text - indicate additional destination on all copies - indicate routing on appropriate extra copy - insert the total word count - column headings in table as copy - merge cells over sub-divided columns 	<p>penalised under 4J (see below) in addition. Headers/footers may appear within the margin allowance</p> <ul style="list-style-type: none"> • Any font style and size may be used in the header/footer area • Unrequested headers/footers eg DRAFT COPY incur 1 fault maximum • Candidates will not be penalised for putting their personal details in the header/footer • Failure to insert page numbers as instructed incurs 1 fault maximum • Insertion of page numbers on single-page documents incurs 1 fault maximum • Failure to insert page numbers 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 • Failure to carry out an aspect of modification, ie change the sequence of columns in a table or change the sequence of sections in a table, not replacing the specified word in the search and replace, not inserting specified page breaks will incur 1 fault maximum irrespective of the number of words for failure to carry out each modification • The word used in search and replace will be keyed in consistently, eg SHARE, Share, share • 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 a word or words within the text or underlining is too short or too long as shown in the draft incurs 1 fault (this is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below.) • Failure to insert the destination details on the extra copies. These may include the words ‘file’ or ‘files’ • The destination details must include the word “copy”, “cc” or similar – if not, 1 fault will be incurred • If addressee’s name is included in destination details, 1 fault maximum will be incurred Any method of indication of routing will be accepted • 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, eg candidates perform the word count at the wrong

Marking Criteria	Tutor Notes
	<p>time</p> <ul style="list-style-type: none">• An incorrect word count resulting from errors in the text will not be penalised• Failure to remove gridlines will incur 1 fault• 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 incurs 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	
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 a list as instructed will incur 1 fault maximum. 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	1 fault maximum will be incurred for: <ul style="list-style-type: none"> • failure to copy text within a document as instructed • copying the wrong text • moving the text rather than copying text
3.6 failure to move text as instructed	1 fault maximum will be incurred for: <ul style="list-style-type: none"> • failure to move text as instructed • moving the wrong text • copying text rather than moving text • all or part of the text moved is duplicated or missing
Section 4 Faults – presentation No more than one fault per paper for each of the following items:	
4A left and 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 • 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 letterhead

Marking Criteria	Tutor Notes
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"> Additional emphasis of text where not requested (except for headings – see 4J below) 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 sans serif fonts or changing the font size by one point, a penalty will be incurred
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"> Failure to centre text 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/landscape)	<ul style="list-style-type: none"> Failure to use OCR letterhead templates Failure to use landscape where requested Failure to produce continuation sheets on plain paper Complimentary close/routing details split over 2 pages will incur 1 fault maximum 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 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
<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 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 boldening, 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 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

Marking Criteria	Tutor Notes
	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 • Figures with multiple digits can be keyed in with or without a comma, eg <i>10,000</i> or <i>10000</i>. Inconsistency will be penalised • 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
<p>4M inconsistent use of open or full punctuation within a document</p>	<ul style="list-style-type: none"> • a full stop appearing in any abbreviation such as <i>Enc</i>, <i>CC</i>, eg, <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>, e.g., <i>a.m.</i>, where full punctuation has been used
<p>4N insertion of an additional comma which alters the meaning of a sentence</p>	<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
<p>4O not applicable to this unit</p>	
<p>4P</p> <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 	

Marking Criteria	Tutor Notes
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	<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 margin must be adjusted as instructed, within a 3 mm tolerance <p>Adjusting other margins as well as or instead of the left or top margin will incur 1 fault</p>
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 insetting, a penalty will be incurred • Insetting the wrong section of text incurs 1 fault maximum