

Examiner's Report and Model Answers for

Text Production



FIRST LEVEL

Series 4 (Code 1074) 2000



Text Production First Level

Series 4 2000

How to use this booklet

Examiners' Reports and Model Answers have been developed by LCCIEB to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. The contents of this booklet are divided into 5 elements:

- | | | |
|-----|-------------------|--|
| (1) | General Comments | – assessment of overall candidate performance in this examination, providing general guidance where it applies across the examination as a whole |
| (2) | Questions | – reproduced from the printed examination paper |
| (3) | Model Answers | – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper |
| (4) | Examiner's Report | – constructive analysis of candidate error, areas of weakness and other comments that apply to each question in the examination paper |
| (5) | Helpful Hints | – where appropriate, additional guidance relating to individual questions or to examination technique |

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

The London Chamber of Commerce and Industry Examinations Board provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

Note

LCCIEB reserves the right not to produce an Examiner's Report, either for an examination paper as a whole or for individual questions, if too few candidates were involved to make an Examiner's Report meaningful.

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GENERAL COMMENTS

Some candidates are still not reading the scenario and following the instructions given prior to starting the examination. They are not familiarising themselves with the name of the person for whom they are working and how this individual likes letters to be completed.

Some of the spelling errors that occur in the examination paper could be avoided if the candidates spent the recommended reading time prior to the examination studying the examination paper. Many of the words that are being misspelt appear more than once in the examination paper.

Letters at First Level should not require a second page. Those candidates who went on to a second page did so either because they started too far down the page or left too much space between each section (ie ref and date, date and address) or were not confident as to how much could be inserted into what space was left on the page. Some candidates even took the complimentary close to a second page when this would clearly have fitted onto the first page. Candidates who use word processors for the examination need to check that the paper is feeding into the printer correctly as a number of these candidates produced the letter on two pages with only the enclosure notation on page 2. It was clear that this was because they had either started too far down the page (allowing for the letterhead) or the paper fed incorrectly.

Reference to the in-tray document for information to be added to the letter caused problems for some candidates especially the name of the Site Manager and where he could be contacted.

Many candidates are not confident with display. Document 2 was often poorly displayed. Candidates may use their own initiative for display on this document providing they follow specific instructions.

A calendar is permitted at the time of examination although many candidates appeared not to have access to a calendar. The majority of papers at First Level will require candidates to insert a date.

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Scenario

You work for Henry Patchett, Manager of Athena House Group, who have managed workspace premises in major cities.

Mr Patchett likes his letters to be completed:

Henry Patchett
Manager

Requirements

Mr Patchett has passed to you one in-tray document which relates to at least one of the 3 tasks to be undertaken. Follow his instructions and present the documents in a businesslike and consistent format, ready for signature where appropriate.

Mr Patchett has given you a note of the documents to be produced, as shown below:

		Approximate number of words
Document 1	Letter to Richard Whiteside	245
Document 2	Information for Display	134
Document 3	Memo to Jeffrey Dickinson, Marketing	227

You will need the following information to complete the documents:

Janet Andrew

IMPORTANT INFORMATION FOR CANDIDATES

THE IN-TRAY DOCUMENT(S) MAY BE REMOVED FOR EASE OF REFERENCE.

IN-TRAY DOCUMENT

ENQUIRY FORM

**Botolphs Place Managed Workspaces
Limekiln Walk Lincoln LN2 3DM
(Site Manager - John Smith)**

Tel: 01522 856000

Fax: 01522 856100

DETAILS OF APPLICANT

Full Name	<i>Richard Whiteside</i>
Address	<i>43 Lingwell Gate Crescent Cherry Willingham Lincoln</i>
Post Code	<i>LN5 6AA</i>
Telephone Number	Home <i>01522 689510</i> Work <i>01522 887500</i>
Business Name	<i>RW Associates</i>

PLEASE PROVIDE A BRIEF SUMMARY OF THE NATURE OF YOUR BUSINESS

*Provide a consultancy business, specialising in
accountancy and tax matters.*

SIGNED	<i>Richard Whiteside</i>
--------	--------------------------

DATE	<i>22 October 2000</i>
------	------------------------

Prepare a reply to Mr Whiteside. Use the heading **MANAGED WORKSPACES**

Dear _____

Thank you for yr completed enquiry form asking for further details of the offices ^{we have} available within the Managed Workspaces at Botolphs Place. [Botolphs Place is an attractively designed ~~2~~ ² storey office building which comprises ~~two~~ ² wings containing the managed workspaces, linked by a central reception and administration block on the ~~ground~~ ^{first} floor. There are also boardroom and conference facilities on ^{the first} floor. Office workspace units are from 100 to 500 square feet and available as multiple or single units.

Offices are available on short term agreement with monthly rental payments. The monthly rental includes central reception and administration costs plus structural maintenance; land scaping and upkeep of grounds; heating, cleaning and lighting of common

areas; and water and business rates. Clients are charged separately for heating, ^{lighting,} telephone and cleaning of their own specific workspace.

Weekly rental starts at £50 dependent upon the size of the unit taken. [Please find an application form enclosed which I suggest you complete and return asap if you are interested. References, including one from yr bank, will be req'd prior to a tenancy being ^{granted} ~~agreed~~.

If you wish to view the workspace units, please telephone J____S____, the Site Mgr of Botolphs Place on _____. He will be happy to arrange this for you.

Yrs sin _____

Model Answer to Document 1

Athena House Group

Athena House West Street London SW1Y 2AR

Tel: +44 (0) 181 302 0261 Fax: +44 (0) 181 302 4169 e-mail: athena@intl.co.uk

HP/

1 November 2000

② — Mr Richard Whiteside
R W Associates
① — 43 Lingwell Gate Crescent
Cherry Willingham
Lincoln
LN5 6AA

Dear Mr Whiteside

② —
③ — MANAGED WORKSPACES

⑤ —

Thank you for your completed enquiry form asking for further details of the offices we have available within the Managed Workspaces at Botolphs Place.

⑥ — Botolphs Place is an attractively designed 2 storey office building which comprises 2 wings containing the managed workspaces, linked by a central reception and administration block on the ground floor.
④ — There are also boardroom and conference facilities on the first floor. Office workspace units are from 100 to 500 square feet and available as single or multiple units.

⑦ — Offices are available on short term agreement with monthly rental payments. The monthly rental includes central reception and administration costs plus structural maintenance; landscaping and upkeep of grounds; heating, lighting and cleaning of common areas; and water and business rates.
⑨ — Clients are charged separately for heating, lighting, telephone and cleaning of their own specific workspace. Weekly rental starts at £50 dependent upon the size of the unit taken. ⑩ —

⑤ — Please find an Application Form enclosed which I suggest you complete and return as soon as possible if you are interested. References, including one from your bank will be required prior to a tenancy being granted. ④ —

If you wish to view the workspace units, please telephone John Smith, the Site Manager of Botolphs Place on 01522 856000. He will be happy to arrange this for you. ⑪ —

⑫ — Yours sincerely

Henry Patchett
Manager

④ — Enc

Model Answer to Document 1 continued

Notes to candidates

Ringed words frequently misspelt

- 1 Incorrect address**
- 2 Title omitted**
- 3 Occasionally typed as Workplace or Workspace**
- 4 Occasionally omitted**
- 5 Typed as FROM**
- 6 Hyphen left in or space inserted**
- 7 Typed as FEAT**
- 8 Typed as AND**
- 9 Typed as UNKEEP**
- 10 Typed as CLEARING**
- 11 Typed with a lower case “S”**
- 12 Address or date inserted**

Examiner’s Report on Document 1

The majority of candidates omitted the name of the organisation for which Mr Whiteside worked. They were not penalised for this. However candidates were penalised if they omitted his designation (ie Mr) or either an initial or his forename. The incorrect address was occasionally inserted. The letter heading was occasionally omitted or the word “Workspaces” typed as “Workplace”.

Some candidates typed the salutation as Dear Richard, Dear Whiteside or Dear Richard Whiteside.

Enquiry “form” was frequently typed as enquiry “from” and “storey” was typed as “story”. Although the word “workspaces” had been typed on two occasions as one word in the second paragraph, candidates hyphenated it or inserted a space. “Feet” was occasionally typed as “feat”. “Landscaping” was occasionally typed as “landspacing” and “upkeep” typed as “unkeep”. “Cleaning” was frequently typed as “clearing”.

The requirement for John Smith’s telephone number caused difficulties. Candidates inserted the address of the Managed Workspaces or a date or part of an address was given.

BOTOLPHS PLACE MANAGED WORKSPACES
LIMEKILN WALK LINCOLN LN2 3DM

Tel: 01522 856000

Fax: 01522 856100

CENTRAL SERVICES PROVIDED WITHIN YOUR RENT:

- * Central reception to receive clients
- * Postal collection
- * Telephone answering and message taking service

MONTHLY RENTAL IS INCLUSIVE OF:

- 1 Value Added Tax (VAT)
- 6 External window cleaning
- 2 Water and business rates
- 4 Car parking
- 8 Waste disposal
- 5 Cleaning of common areas
- 7 Building insurance
- 3 Central reception

Display in
single line spacing
in order shown
but do not number

ADVERTISING

central

An information board is provided in reception listing the names of the occupiers

CAR PARKING

A car park is provided for use of tenants and visitors
Car parking is at owner's risk

CENTRAL SERVICES AVAILABLE AT ADDITIONAL COST:

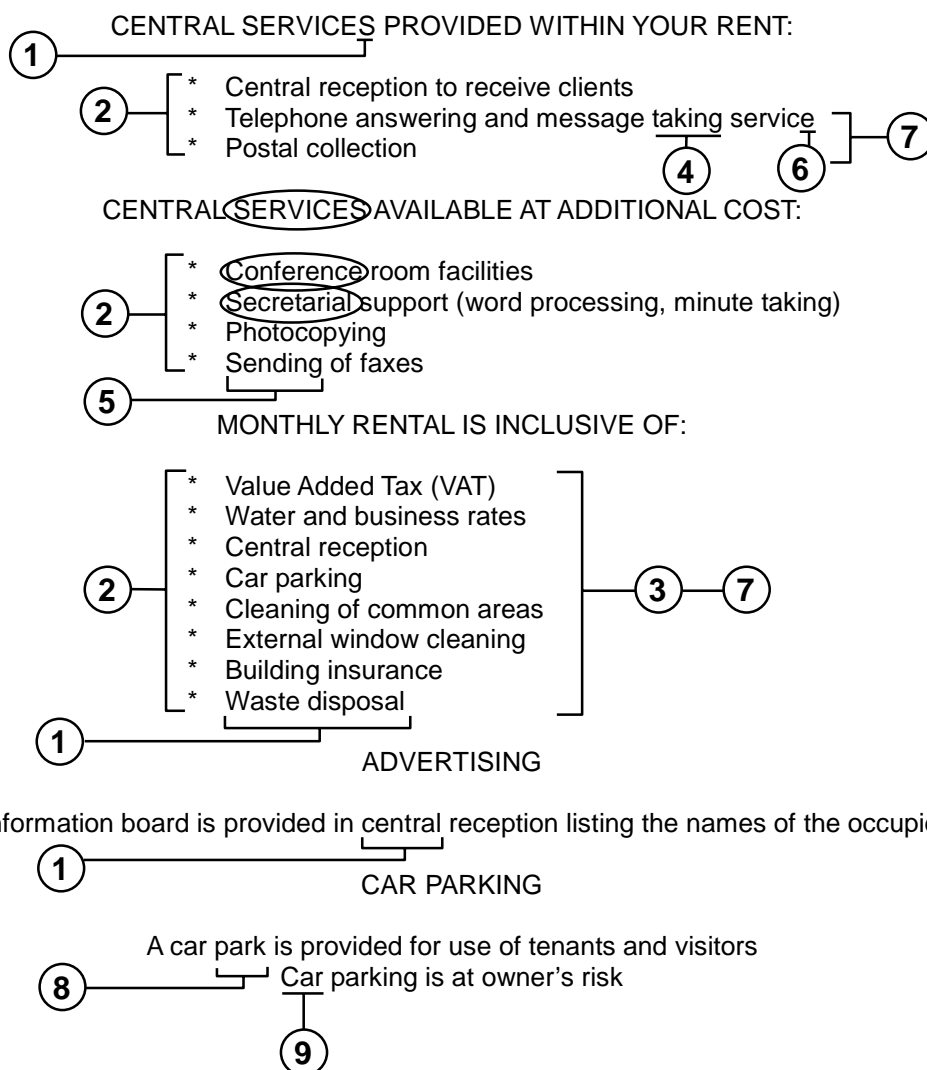
- * Conference room facilities
- * Secretarial support (word processing, minute taking)
- * Photocopying
- * Sending of faxes

Model Answer to Document 2

BOTOLPHS PLACE MANAGED WORKSPACES
LIMEKILN WALK LINCOLN LN2 3DM

Tel: 01522 856000

Fax: 01522 856100



① HP/
1 November 2000

Notes to candidates

Ringed words frequently misspelt

- 1 Occasionally omitted
- 2 Bullets omitted
- 3 Occasionally not in single line spacing
- 4 Typed as BAKING
- 5 Typed as SANDING
- 6 "S" added
- 7 Not in order
- 8 Typed as PARKING
- 9 Failure to begin new line

Examiner's Report on Document 2

Many candidates failed to display this document attractively. Some candidates mixed styles whilst others made very little attempt at display. A few candidates experienced difficulties with the ballooned section and included the bulleted list under the first heading. Other candidates failed to insert bullets in the re-arranged section and included the numbers. Some candidates also typed this section in double line spacing.

Failure to insert the reference and date were frequent errors. Some candidates inserted a reference but no date.

Memo to Jeffrey Dickinson. Head it PROFILE
LEAFLET. Use capitals for the shoulder headings

Copy to Janet Andrew

~~for~~
Before we arrange ~~to have~~ a further supply of the
info booklets printed I think it would be ~~a good~~
~~idea~~ an ideal opportunity for us to include a new
section headed "Profile of Lincoln". Would you please
arrange to have the following info drafted in read-
iness for the marketing mtg scheduled for next
Tues (insert date).

The Economy

Lincoln is an important ^{regional,} industrial and commercial
centre in the east of England. The economy is
based upon mechanical, electrical and electronic
engineering; food processing; construction and
light engineering.

paper manufacturing;

Communication Network

By road - 20 minutes drive to the A1(M) London
to ~~Eding~~ Edinburgh motorway. London 140
minutes; Humber ports 50 minutes.

(continued)

Rail - Via ^{Newark} ~~Retford~~ on electrified intercity rail links.

hrs London 80 minutes, Manchester 150 minutes, Birmingham
146 minutes.

Sea - Easy access to ~~the~~ Humber Ports with full
passenger and freight services to Europe ~~and the~~
stat ~~rest of the world.~~

Air - Easy access to Humberside Airport and East
Midlands Airport - both 50 minutes by road.

Labour people
More than 70,000 work within Lincoln's travel
to work area, with 50,000 in the City of Lincoln.

Future

Substantial road improvement schemes are being
implemented during the next 5 years, improving
city congestion and opening ^{up} further develop-
ment land.

Model Answer to Document 3

MEMORANDUM

To Jeffrey Dickinson, Marketing

From Henry Patchett, Manager

Ref HP/

Date 1 November 2000

PROFILE LEAFLET

Before we arrange to have a further supply of the information booklets printed I think it would be an ideal opportunity for us to include a new section headed "Profile of Lincoln". Would you please arrange to have the following information drafted in readiness for the marketing meeting scheduled for next Tuesday, 7 November 2000.

THE ECONOMY

Lincoln is an important regional industrial and commercial centre in the East of England. The economy is based upon mechanical, electrical and electronic engineering; paper manufacturing; food processing; construction and light engineering.

COMMUNICATION NETWORK

By road – 20 minutes drive to the A1(M) London to Edinburgh motorway. London 140 minutes; Humber Ports 50 minutes.

Rail – Via Newark on electrified intercity rail links. London 80 minutes, Birmingham 150 minutes, Manchester 146 minutes.

Sea – Easy access to Humber Ports with full passenger and freight services to Europe and the rest of the world.

Air – Easy access to Humberside Airport and East Midlands Airport – both 50 minutes by road.

LABOUR

More than 70,000 people work within Lincoln's travel to work area, with 50,000 in the City of Lincoln.

FUTURE

Substantial road improvement schemes are being implemented during the next 5 years, improving city congestion and opening up further development land.

Copy: Janet Andrew

Notes to Candidates

Ringed words frequently misspelt

- 1 Typed as DICKSON
- 2 Instruction not followed
- 3 Incorrect date (22 October or 6/8 November)
- 4 Typed as INTO
- 5 Occasionally omitted
- 6 Spelt as ENGINEERING
- 7 Failure to start new line
- 8 Typed as NETWORK

Examiner's Report on Document 3

This memo was generally well displayed but some candidates failed to include the memo heading. The most frequent error was failure to show a routing to Janet Andrew; this was acceptable at either the top or bottom of the memo. A number of candidates failed to insert the correct date for the day of the marketing meeting. Some candidates omitted a date entirely. There was also failure to follow the instruction to type shoulder headings in capitals.

Failure to start a new paragraph for "Rail – via Newark" was often evident. A number of candidates ran this paragraph on from the first one "By road – 20". The spelling of Newark caused problems; it was typed as "Nework" or sometimes "Network". The final paragraph was occasionally omitted but this may have been because candidates were short of time.

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