

Examiner's Report and Model Answers for Text Production



FIRST LEVEL
Series 2 (Code 1074) 2001



Text Production First Level

Series 2 2001

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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Text Production First Level

Series 2 2001

GENERAL COMMENTS

The majority of candidates were well prepared for this examination. Unfortunately some candidates who produced accurate copy lost valuable marks because they were not familiar with correction signs, abbreviations and contractions and, in some instances, how to lay out a letter or memorandum.

It is disappointing to note that some candidates are still not reading the scenario sheet **before** beginning to type the examination documents. This is reflected in the fact that they do not type the complimentary close as requested. Candidates are also not familiarising themselves with the in-tray documents – for example using the incorrect name and address of the person to whom the letter is to be sent; and/or the incorrect date of the seminar.

Candidates who use a word processor to produce the examination documents must be made aware that they are not required to undertake a grammar check. A few candidates had inserted commas where they were not indicated on the copy (but would have been on a grammar check). Also when displaying times on the 24 hour clock, candidates need to check that '0' is included – many packages will automatically take this out.

The routing instruction has now been included at First Level for a number of series and candidates should therefore be aware that they must include not only the name but the designation. There are still a large number of candidates who fail to include the designation when indicating routing. Candidates are not penalised for the use of cc when indicating the routing but tutors need to make them aware that the correct procedure is to the word Copy.

Consistency is crucial when presenting business documents and many candidates are not following this simple rule. Dates and figures cause the most problems – candidates type the date in one format at the beginning of the letter/memo but then in a different format when it appears in the body of the letter/memo. This also applies to numbers. Candidates will change a number into text (even though they have not been asked to do so) but will be inconsistent – they may leave the number as a number on the first occasion and then change to a word on other occasions. This incurs a penalty, as does misspelling of the word.

Candidates **must** spend the first 10 minutes reading through the paper in order to familiarise themselves with what is required of them, check on unfamiliar words and become familiar with the Examiner's handwriting. Candidates are permitted to take a dictionary into the examination and should use it.

Text Production First Level

Series 2 2001

Scenario

You work for Yvonne Burton, Events Organiser of Athena House Group. The Company runs training events in major cities throughout the UK.

Mrs Burton likes her letters to be completed:

YVONNE BURTON
EVENTS ORGANISER

Requirements

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

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

		Approximate number of words
Document 1	Letter to Mrs Rosemary Denby	199
Document 2	Memorandum to Paul Greene, Advertising Manager	183
Document 3	Notes for inclusion in delegate pack	263

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT

PREPARING STUDENTS FOR THE FUTURE

Speakers' names and addresses for Seminar being held
at
Northfield Hotel, Bloomsbury
on
Thursday 26 April 2001

NAME AND ADDRESS

TITLE OF PRESENTATION

Mr Paul Ireland
Head of Business Studies
Midtown College
North Parade
Grantham
NG24 1PY

Developing Time Management Skills

Mrs Rosemary Denby
Senior Lecturer
Business School
Central College
Brighton
BN3 4HU

Preparing Students for the Workplace

Miss Jenny Gardner
Human Resource Manager
BBC
Broadcasting House
Wood Lane
London
WC2 3AY

Work Placements and Employer Liaison

Athena House Group Staff

Barry Webster
Michael Abela

Prepare a letter to Mrs Denby
Head of SEMINAR - PREPARING STUDENTS
FOR THE FUTURE

Copy Paul Greene

Dear Mrs D_____

Thank you for agreeing to take part in the above seminar which I can now confirm is to be held on Thurs date at the N_____H_____ in Bloomsbury. A map showing the location of the hotel is enclosed.

As you may be aware we like to ^{be able to} give delegates a folder containing copies of ^{the} speakers' notes, handouts and transparencies.

In order for us to be able to prepare this folder please let us have a copy of yr presentation asap so that we can arrange for it to be ^{copied} for all delegates.

If you find it more convenient you can e-mail yr presentation to us. Please ensure that all the ~~materials~~ documents are saved in rich text format to avoid problems with different word processing packages. [I look forward to receiving yr paper ^{asap} work]. If I can be of any help please ~~do not hesitate to~~ give me a call.

Mrs sin_____

Model Answer to Document 1

Athena House Group

Athena House West Street London SW1Y 2AR

Tel: +44 (0) 20 8302 0261 Fax: +44 (0) 20 8302 4169 e-mail: athena@intl.co.uk

YB/

11 April 2001

Mrs Rosemary Denby
Senior Lecturer
Business School
Central College
Brighton
BN3 4HU

Dear Mrs Denby

SEMINAR - PREPARING STUDENTS FOR THE FUTURE

Thank you for agreeing to take part in the above seminar which I can now confirm is to be held on Thursday 26 April at the Northfield Hotel in Bloomsbury. A map showing the location of the hotel is enclosed.

As you may be aware we like to be able to give delegates a folder containing copies of the speakers' notes, handouts and transparencies. In order for us to be able to prepare this folder please let us have a copy of your presentation as soon as possible so that we can arrange for it to be copied for all delegates.

If you find it more convenient you can e-mail your presentation to us. Please ensure that all the documents are saved in rich text format to avoid problems with different word processing packages.

I look forward to receiving your paperwork as soon as possible. If I can be of any help please do not hesitate to give me a call.

Yours Sincerely

YVONNE BURTON
EVENTS ORGANISER

Enc

Copy: Paul Greene, Advertising Manager

Notes to candidates

Ringed words frequently misspelt

- 1 Date either omitted completely or wrong date inserted
- 2 Apostrophe occasionally typed before 's'
- 3 Not expanded or alternative words used
- 4 Occasionally omitted
- 5 Not typed as requested

Examiner's Report on Document 1

Generally, this document was well presented and accurate. Some candidates failed to be consistent with the presentation of the date – at the beginning of the letter they typed 11th April and yet in the body the date would appear as 26 April. Whilst this does not necessarily make the letter unmailable, it is not businesslike to be inconsistent in presentation. A few candidates incorrectly addressed the letter to Mr Paul Ireland and yet the salutation read Dear Mrs Denby – these candidates are clearly not proofreading their work. Some candidates placed the subject heading above the salutation. A frequent error was failure to type the complimentary close as requested on the scenario sheet. Another frequent error was that of failing to include the designation of Mr Paul Greene. The phrase 'do not hesitate to' was occasionally omitted which would suggest candidates were not familiar with the correction sign 'stet'.

Memo to Paul Greene

Head it PREPARING STUDENTS FOR THE FUTURE

I've now been able to finalise details for the above event which is scheduled for Thurs date at the N—H— in Bloomsbury. The ^{visiting} 3 speakers have now confirmed that they'll be attending and have provided me with the titles of their presentations. [The programme for the day is out lined below. Please arrange to have it reproduced in our usual format ready for inclusion in the delegates' packs which I should like to have ^{ready} by the end of the afternoon of Mon 23 April.

NP
close
up

- 10 0945 Coffee and Registration
1015 Welcome and Introductions
Barry Webster (A—H—G—)
1030 Preparing Students for the Workplace
Rosemary Denby (Senior lecturer, Central College)
- 12 1115 Morning Coffee and Biscuits
1130 ~~1140~~ Developing Time Management Skills
Paul Ireland (Head of Business Studies, Midtown College)
- 1215 lunch
- 1330 Funding Administration and Business Programmes
Michael Abela (A—H—G—)
- 1415 Work Placements and Employer Liaison
Jenny Gardner (Human Resource Mgr, BBC)
- 1500 Afternoon tea and depart

Model Answer to Document 2

MEMORANDUM

① To Paul Greene, Advertising Manager
From Yvonne Burton, Events Organiser
Ref YB/
② Date 11 April 2001

PREPARING STUDENTS FOR THE FUTURE

I have now been able to finalise details for the above event which is scheduled for Thursday 26 April at the Northfield Hotel in Bloomsbury. The 3 visiting speakers have now confirmed that they will be attending and have provided me with the titles of their presentations. ③

The programme for the day is outlined below. Please arrange to have it reproduced in our usual format ready for inclusion in the delegates' packs which I should like to have ready by the end of the afternoon of Monday 23 April.

- ④
- ⑤
- 0945 Coffee and registration
 - 1015 Welcome and Introductions
Barry Webster (Athena House Group)
 - 1030 Preparing Students for the Workplace
Rosemary Denby (Senior Lecturer, Central College)
 - 1115 Morning coffee and biscuits
 - 1130 Developing Time Management Skills
Paul Ireland (Head of Business Studies, Midtown College)
 - 1215 Lunch
 - 1330 Work Placements and Employer Liaison
Jenny Gardner (Human Resource Manager, BBC)
 - 1415 Funding Administration and Business Programmes
Michael Abela (Athena House Group)
 - 1500 Afternoon tea and depart

Notes to candidates

Ringed words frequently misspelt

- 1 Occasionally omitted
- 2 Inconsistently presented
- 3 Occasionally not expanded
- 4 Occasionally apostrophe omitted or typed before 's'
- 5 Inconsistent layout

Examiner's Report on Document 2

The layout of the memorandum was accurate in that candidates were aligning the names, date and reference. A few candidates typed the name and designation of Yvonne Burton in capitals and some typed both the name and designation of Paul Greene and Yvonne Burton in capitals. Paul Greene's designation was frequently omitted and Yvonne Burton's was occasionally omitted. The date was occasionally incorrectly typed and also inconsistently presented. The word 'inclusion' was frequently typed as 2 words (in clusion). 0945 was occasionally typed as 945 – this was by candidates using a word processor. 'Registration' was occasionally typed with an upper case 'R'. The 's' was occasionally omitted from the word 'introductions' 'Lecture' was occasionally typed as 'hecturer'. The vertical transposition caused some difficulties for a few candidates – 'Jenny Gardner' was transposed with 'Funding Administration' . . . Programmes. This resulted in the names of the presenters being together and the titles of the presentations being together. The word 'depart' was occasionally typed as 'department' or 'departure'. A few candidates failed to display the programme section of the memo effectively in that they did not leave a clear line between the times.

NOTES FOR INCLUSION IN DELEGATE ^{PACK}
SPEAKERS' BIOGRAPHIES

Display in single line spacing
 with shoulder headings in
 capitals

Rosemary Denby (Senior Lecturer, Central College)

and Administration

Rosemary is currently the Head of the Office Technology/Section at Central

uc College which includes curriculum areas of information technology and

close up Secretarial/Administration. She has been the Head of the Section for 8 years,
 having started her lecturing career as a part-time lecturer in 1979.

During her teaching career Rosemary has been involved in teaching the full
 range of secretarial subjects. She has ^{played} a major role in developing NVQs,

stat creating a "real office" in the college for NVQ accreditation and has been part
 of a team which has implemented and developed a work experience programme
 and administration
 for students on secretarial/programmes.

for the secretarial programmes

stat Rosemary is currently a course tutor/and is strongly committed to providing the
 full-time
 stat best work experience available for all those on secretarial and administration
 courses.

Jenny Gardner (Human Resource Mgr, BBC)

uc Jenny worked in further and higher education for over 15
 years. She was Head of Staff Development and Marketing
 at Castle Hills College for 6 yrs before moving on to

continued →

become Assistant Director at Newcastle HE
uc College where she had responsibility for staff
uc development and Equal Opportunities.

The constant change in employment roles and qualifications
means that Jenny and her staff have had to keep
abreast of, and have a clear understanding of,
secretarial and administration qualifications as well
as employer/employee needs.

therefore
Jenny has forged close links with local further
stet education colleges and sixth form schools to form an
employer liaison group.

Model Answer to Document 3

NOTES FOR INCLUSION IN DELEGATE PACK ——— ①

SPEAKERS' BIOGRAPHIES

ROSEMARY DENBY, SENIOR LECTURER, CENTRAL COLLEGE ——— ②

Rosemary is currently the Head of the Office Technology and Administration Section at Central College which includes curriculum areas of Information Technology and Secretarial/Administration. She has been the Head of the Section for 8 years, having started her lecturing career as a part-time lecturer in 1979. ③

During her teaching career Rosemary has been involved in teaching the full range of secretarial subjects. She has played a major role in developing NVQs, creating a 'real office' in the college for NVQ accreditation and has been part of a team which has developed and implemented a work experience programme for students on secretarial and administration programmes.

Rosemary is currently course tutor for the secretarial programmes and is strongly committed to providing the best work experience available for all those on full-time secretarial and administration courses.

JENNY GARDNER HUMAN RESOURCE MANAGER BBC

Jenny worked in Further and Higher Education for over 15 years. She was Head of Staff Development and Marketing at Castle Hills College for 6 years before moving on to become Assistant Director at Newcastle HE College where she had responsibility for Staff Development and Equal Opportunities.

The constant change in qualifications and employment roles means that Jenny and her staff have had to keep abreast of, and have a clear understanding of, secretarial and administration qualifications as well as employer/employee needs. Jenny has therefore forged close links with local further education colleges and sixth form schools to form an employee liaison group.

④

YB/
11 April 2001

Notes to candidates

Ringed words frequently misspelt

- 1 Frequently not underscored
- 2 Frequently typed in capitals and underscored
- 3 Typed either as one word (no oblique) or 2 words
- 4 Occasionally omitted

Examiner's Report on Document 3

The headings were frequently poorly and inaccurately displayed. Candidates must read instructions carefully. 'Delegate' in the main heading was occasionally typed as 'Delegates'. The words Secretarial/Administration were frequently typed either as one word (not being separated by the oblique) or as 2 words. The word 'accreditation' was frequently typed as 'accroditation'. 'Gardner was frequently misspelt. The word 'forged' was occasionally typed as 'forget'. The phrase 'sixth form schools' was occasionally omitted (this was generally by the same candidates who had the same error in Document 1). The majority of candidates failed to include the date and reference on this document.

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