

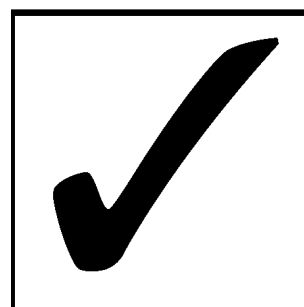
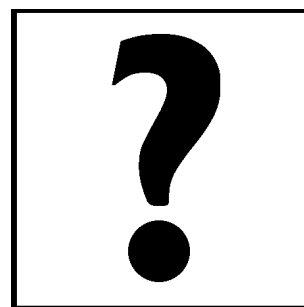
Model Answers for Text Production



FIRST LEVEL

Series 4 2001

(Code 1074)



LCCI Examinations Board

ASP M 1020



Text Production First Level

Series 4 2001

How to use this booklet

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 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)
- (3) 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.

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Text Production First Level Series 4 2001

Scenario

You work for Julian Roberts, Personnel Manager of Athena House Group. This multinational Company runs its own training schemes.

Mr Roberts likes his letters to be completed:

JULIAN ROBERTS
PERSONNEL MANAGER

Requirements

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

You will need the following information to complete the documents:

Mr Charles Foster
Training Manager
Youth Training Centre
34 Cliff Gardens
Mansfield
NG18 7BJ

Teresa Blackburn, Development Officer

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT

Minutes of the meeting of the Training Division held in the Board Room at Head Office on Monday 12 November 2001 at 1400.

PRESENT

Jack Littlewood, Chairperson
Teresa Blackburn
Yvonne Denby
Tina Frith

Chris Richardson
Julian Roberts
Vicky Simpson
John Swift

APOLOGIES

Apologies for absence were received from Jeffrey Gregson and Kathy Johnson.

1 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting were agreed as a true record and signed by the Chairperson.

2 MATTERS ARISING

The new Staff Induction Programme was now in place and 3 new members of staff had received training.

3 TRAINING PROGRAMMES

Insert in Newsletter under Training Programmes

The Managing Director informed the meeting that a request had been received from 2 local companies for training programmes. It was agreed that a meeting be held with the Managing Director, Personnel Manager and Training Officer to discuss the possibility of offering this facility to other local companies and training centres.

4 ANY OTHER BUSINESS

Julian Roberts informed the meeting that he would be discussing the new guidelines for teaching and assessing that he had recently received.

A sub-group was to be formed to look at the learning packages currently available and how they could be adapted to meet the requirements of other organisations.

5 DATE AND TIME OF NEXT MEETING

Insert in Newsletter under Learning Packages

It was agreed that the next meeting of the Training Division be held on Monday 10 December 2001 at 1400 in the Board Room at Head Office.

There being no other business the meeting closed at 1615.

Prepare a letter to Mr Charles Foster
Head it TRAINING PACKAGES

copy Yvonne Denby

Dear Mr F

As you are probably aware A-H-G— has for many years been involved in ^{providing} high quality training for its employees.

As part of this training we've developed ~~several~~ training packages in

trs
use
bullets
or
asterisks

- ↑ sport and leisure
- ↓ catering and hospitality
- administration
- accounting

We feel that with minor modifications these packages could be useful to teachers and trainers. Our training team has put together a selection of simulated and role play activities and also a no. of case studies. An example of each of these is enclosed for you to look through. If you think that the learning packages would be of use to yr organisation, perhaps we could arrange ^{to meet} ~~a meeting~~ to ~~discuss how to present them~~ to suit yr requirements. Currently these packages are available in different formats - video, loose-leaf binder, tape and interactive CD. [If you require any further info, please do not hesitate to contact our Training ~~Man~~ Mgr, Yvonne Denby, who'll be pleased to help you.

Yrs 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

JR/

15 November 2001

Mr Charles Foster
Training Manager
Youth Training Centre
34 Cliff Gardens
Mansfield
NG18 7BJ

Dear Mr Foster

TRAINING PACKAGES

As you are probably aware Athena House Group has for many years been involved in providing high quality training for its employees. As part of this training we have developed training packages in

2

- * catering and hospitality
- * sport and leisure
- * administration
- * accounting

We feel that with minor modifications these packages could be useful to teachers and trainers. Our training team has put together a selection of simulated and role play activities and also a number of case studies. An example of each of these is enclosed for you to look through. If you think that the learning packages would be of use to your organisation, perhaps we could arrange to meet to discuss how to present them to suit your requirements. Currently these packages are available in different formats - loose-leaf binder, video, tape and interactive CD.

If you require any further information, please do not hesitate to contact our Training Manager, Yvonne Denby, who will be pleased to help you.

Yours sincerely

3

JULIAN ROBERTS
PERSONNEL MANAGER

Encs

Copy: Yvonne Denby, Training Manager

1

Model Answer to Document 1 continued

Notes to Candidates

Ringed words frequently misspelt

- 1 Omitted by most candidates**
- 2 Occasionally typed with initial capitals**
- 3 Frequently omitted by most candidates**

~~DRAFT~~

ATHENA NEWSLETTER

insert date from minutes

On Monday the Training Division held a meeting during which they discussed
 requests received for training programmes and the adaptation of learning packages.

The following is an extract from the minutes:

TRAINING PROGRAMMES

Insert details from minutes

LEARNING PACKAGES

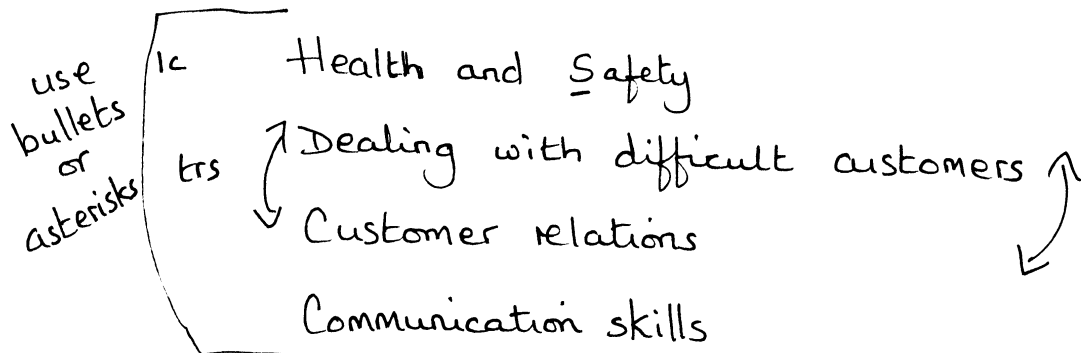
Insert details from minutes

NP [If these² initiatives go ahead we shall be looking for staff who would be interested in becoming involved in delivering these packages off site and forming part of the sub-group that will be looking at the learning packages. [Some of the packages we currently have available are

- use
bullets
or
asterisks
- Telephone skills
 - Mail room duties
 - Arranging events - meetings, conferences
 - Arranging travel and accommodation
- Reception skills
 - Front office duties

continued →

New packages that we hope to develop are



If you're interested in joining the sub-group
please contact Teresa Blackburn, D—O—, on
extension 319.

Model Answer to Document 2

ATHENA NEWSLETTER

On Monday 12 November the Training Division staff held a meeting during which they discussed requests received for training programmes and the adaptation of learning packages. The following is an extract from the minutes:

TRAINING PROGRAMMES

The Managing Director informed the meeting that a request had been received from 2 local companies for training programmes. It was agreed that a meeting be held with the Managing Director, Personnel Manager and Training Officer to discuss the possibility of offering this facility to other local companies and training centres.

LEARNING PACKAGES

A sub-group was to be formed to look at the learning packages currently available and how they could be adapted to meet the requirements of other organisations.

If these 2 initiatives go ahead we shall be looking for staff who would be interested in becoming involved in delivering these packages off site and forming part of the sub-group that will be looking at the learning packages.

Some of the packages we currently have available are

- * Telephone skills
- * Reception skills
- * Mail room duties
- * Front office duties
- * Arranging events - meetings, conferences
- * Arranging travel and accommodation

New packages that we hope to develop are

- * Health and safety
- * Customer relations
- * Dealing with difficult customers
- * Communication skills

If you are interested in joining the sub-group please contact Teresa Blackburn, Development Officer, on extension 319.

2

1 — [JR/
15 November 2001

Notes to Candidates

Ringed words frequently misspelt

- 1 Frequently omitted by the majority of candidates
- 2 Frequently abbreviated as "Devel". Should be expanded

Prepare a memo to Yvonne Denby
Head it TRAINING PACKAGES

I enclose a copy of the letter which I have today sent to Charles Foster at the Youth Training Centre from which you'll see that he has been sent ^{a sample} ~~an example~~ of our learning packages.

in Mansfield

also

uc I enclose for yr info a copy of the guidelines
uc for teaching and assessing which the Training Centre has to follow. If we are to make a success of this venture it is important that we follow their assessment procedures and, if necessary, restructure our learning packages.

So that we are ^{fully} prepared for discussion of any future plans with the Youth Training Centre would you please keep next Thurs (insert date) free so that ^{we} ~~you and I~~ can discuss the proposals more fully.

Please telephone my secretary to confirm that you'll be able to join me and arrange a suitable time.

I'd suggest that we meet in my room and if you are in agreement we'll have a working lunch.

close
up

Model Answer to Document 3

M E M O R A N D U M

To Yvonne Denby, Training Manager
From Julian Roberts, Personnel Manager
Ref JR/
Date 15 November 2001

TRAINING PACKAGES ————— ①

I enclose a copy of the letter which I have today sent to Charles Foster at the Youth Training Centre in Mansfield from which you will see that he has been sent an example of our learning packages.

I also enclose for your information a copy of the Guidelines for Teaching and Assessing which the Training Centre has to follow. If we are to make a success of this venture it is important that we follow their assessment procedures and, if necessary, restructure our learning packages.

So that we are fully prepared for discussion of any future plans with the Youth Training Centre would you please keep next Thursday 22 November free so that we can discuss the proposals more fully. Please telephone my secretary to confirm that you will be able to join me and arrange a suitable time. I would suggest that we meet in my room and if you are in agreement we will have a working lunch.

Encs

Error Tolerance: 11

Notes to Candidates

Ringed words frequently misspelt

- 1 Should be typed in "capitals"
- 2 Correct date of Thursday 22 November

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Email: customerservice@ediplc.com