

Series 2 Examination 2008

CERTIFICATE IN TEXT PRODUCTION

Level 1

Tuesday 8 April

Subject Code: 1074

Time allowed: **1 hour 40 minutes**, including 10 minutes reading time

INSTRUCTIONS FOR CANDIDATES

- Complete **all** details in the spaces provided on the envelope supplied.
- Spend the first **10 minutes** reading the instruction sheet and documents which make up the examination. You may make notes during this time.
- You then have **1 hour 30 minutes** for transcription and proof reading.
- Plain and headed paper is provided.
- The left margin on all documents should be at least 25 mm, unless instructed otherwise.
- Use employer/candidate reference initials on each document, unless instructed otherwise.
- Enter the date of the examination on each document, unless instructed otherwise.
- Only one copy of each document is required, even when a routing is requested.
- You may use an English or bilingual dictionary, thesaurus, spell check and calendar.
- At the end of the transcription time, place all documents in order in the examination envelope. Do **not** include unused stationery.
- Complaints about faulty computers, word processors or typewriters should be reported immediately to the Invigilator.
- Certificates will show Pass, Credit or Distinction.

CANDIDATE INSTRUCTION SHEET

Scenario

You work for David Langworth, Manager of Athena House Group, a large car hire company with branches overseas.

Mr Langworth likes his letters to be completed:

David Langworth
Manager

Requirements

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

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

		Approximate number of words
Document 1	Letter to Mr Geoffrey Robinson 12 Manor Road Otley LEEDS LS12 8PQ	221
Document 2	Memorandum to Josephine Epworth, Events Coordinator	130
Document 3	Leaflet	260

You will need the following information to complete the documents:

Mei Ling, Singapore Office

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT

EMAIL MESSAGE

To David Langworth (dlangworth@athenahousegroup.co.uk)
From James Seng (jseng@athenahousegroup.co.sg)
Date 3 April 2008 1300
Subject **UPDATE ON ERP**

As requested I have included details about the ERP scheme and car parking in Singapore which drivers from overseas might find useful.

Electronic Road Pricing Scheme

uc The electronic road pricing scheme – known as the ERP – is a charge made for vehicles entering the Central Business District. These roads are identified by an overhead gantry with the words ERP printed on a blue background. [Cars are fitted with an In-Vehicle Unit which ^{automatically} deducts the fees payable at the time of entering the Central Business District.

The cards used for this may be topped up at post offices & banks.

Car Parking

Many of the car parks ^{in Singapore} are coupon operated. Coupons can be purchased from petrol stations.

close up (post offices, super markets &

Insert into leaflet

Prepare the following letter to
Mr Geoffrey Robinson. Head it
CAR HIRE

Copy Mei L —, S—O—

Dear Mr R. —

NP Thank you for using our co to hire yr car whilst
visiting Singapore during Sept this year. I've pleasure in
confirming yr booking from Wed 3 Sept to Tues 16 Sept.
A deposit of £400 is required by Fri 26 April. [Yr rental
includes;

- 1 Sales tax (as at booking date)
2 Unlimited mileage & fire insurance
3 Third party liability insurance

Yr rental doesn't include:

- 1 Insurance cover for personal injuries to the
driver or passengers
2 Fuel - the vehicle will hv a full fuel tank when
you collect it & you're advised that the vehicle shd
be returned with a full fuel tank

from our offices

ETS When you collect the vehicle in Singapore you'll need to
present a valid full driving licence, as will any additional
drivers. It shd be noted that the minimum age for a driver
NP is 23 & the maximum age is 74. [I attach a leaflet entitled
uc driving in Singapore which I hope you'll find a useful
skt guide to travelling a round by car whilst on holiday
close there.
up

I hope you hv an enjoyable holiday.

Yrs S —

which shd be covered by
yr own insurance

Prepare the following memo to
Josephine Epworth, Events Coordinator
Head of BIRTHDAY CELEBRATIONS

As part of our 25th birthday celebrations it has been suggested that we ^{host} ~~hold~~ a celebratory lunch for all our regular ~~customers~~ clients - business & leisure.

This event will be held at all our major offices, both in the UK & overseas.

So that we can discuss the ^{format of the} lunch I'd like to hold a telephone conference next Tues (insert date) at 0900 local time. This shd be convenient for the booking mgrs in our overseas offices.

Please email details of the mtg & the following agenda to all booking mgrs.

1 Apologies for absence

lc 2 Birthday Celebrations

Guest list

lrs
lc ↗ Refreshments ↖
Special Promotions ↘

3 Advertising

4 Any other business

Prepare the following in single line spacing. Do not include date and reference.

DRIVING IN SINGAPORE

The majority of cars in Singapore are automatic^{& hv air conditioning fitted as standard}. Driving is on the left hand side of the road and signs are in English. There are several regulations and rules that all drivers have to follow.

Seat belts

Seat belts are compulsory for all occupants of the car – this includes both front and rear seat passengers. Both the passenger and the driver are liable to a fine if travelling in a vehicle without wearing seat belts.

Children riding in cars ^{under the age of 8 years} [Children ^{should} ~~are to~~ be fastened into a child safety seat. Children who are taller than average for their age should use a booster seat.

Mobile phones

As in the UK, it's against the law to use a mobile phone whilst driving.

Headlights

Regulations state ^{that} headlights must be turned on ~~between the~~ hours of 0700 & 1900 hours.

Include 'A' from James Seng's email here