

**Vocational Qualifications (QCF, NVQ, NQF)**

**Text Processing (Business Professional)**

Level 3 Audio-Transcription - **03933**

**OCR Report to Centres August 2016**

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This report on the examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

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## CONTENTS

### Vocational Qualifications (QCF, NVQ, NQF)

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### OCR REPORT TO CENTRES

| <b>Content</b>                           | <b>Page</b> |
|--|-------------|
| Level 3 Audio-Transcription - 03933..... | 4           |
| Overview.....                            | 4           |
| General Comments .....                   | 4           |
| Comments on Individual Assessments ..... | 4           |
| Sector Update.....                       | 5           |

## Level 3 Audio-Transcription - 03933

### Overview

Some candidates produced work to a good standard with the majority completing the examination, although on occasions the standard of performance could have been better. For those candidates who did not make the grade it was possibly due to sitting the exam before they were fully prepared. Those who failed often did so because of keying-in accuracy and errors relating to everyday English words. It also appears that there were problems with candidates' interpretation of the transcription, on occasions candidates gave their own interpretation e.g. "a" being keyed-in instead of "the"; "green" for "cream".

### General Comments

The performance of candidates who completed this examination was consistent with previous years.

Candidates failed to proofread their work and relied upon the spellchecker facility. Since they accept the spellchecker suggestion, words such as "losses" became "loses"; "potentially" became "potential"; "severe" became (saviour/sever) . There were mistakes when copying from the Candidate Information Sheet for example "pin" (PIN). It is extremely important that candidates read the Candidate Information Sheet to ensure that capitalisation of words is correct. Candidates need to be aware that if a word is not shown on the Candidate Information Sheet then it does not need an initial capital; only those on the sheet are required otherwise a 4J fault will be incurred. Some candidates appeared to have little understanding of English grammar and spelling, especially correctly inserting apostrophes where required.

### Comments on Individual Assessments

#### Spring 2016

**Document 1:** Candidates failed to include all required copies for marking purposes, which incurred one fault for each copy omitted. A few candidates omitted the "Mr" in the addressee's details. Nearly all candidates omitted to include the apostrophe in the word *colleagues'* or placed as a singular noun ie *colleague's*. In the second paragraph, instead of "our attention", candidates typed "our retention". In the same paragraph there were instances of the word "financial" being typed as "finical". Some candidates typed "Progress Group" with lower case initial letters even though they were included on the Candidate Information Sheet. There were instances of the word "advisor/adviser" being inconsistently spelled which incurred a 4K fault. The telephone number needed to be separated into area code and number eg 0845 200199/0845 200 199. "Enc" was occasionally omitted from the document.

**Document 2:** This document was usually well presented. The main problem was the omission of the apostrophe in the first sentence in the word *government's*. There were instances of inconsistent initial capitals in the sub-headings incurring a 4J fault. A few candidates typed "assure" for "are sure" in sub-heading paragraph "The benefits". Occasionally, the vertical space was less than the 45 mm required, incurring a 4E fault.

**Document 3:** Overall, this document proved the most problematic of the three. Spelling errors included:  
antivirus (2 words); bearing (baring/burying); malware (mail wear/mole wear/mull wear); a rise (arise); losses (loses); financial (finical); businesses (business); attacks (tax); mail order (male order).

Within the table the following errors were recorded: columns left aligned (ie before the column heading) incurring a 4P fault; non-alignment of decimal points (4Q); integer numbering without decimal points 80/122 (80.0/122.0) incurring a 4L fault.

Full stops were omitted following the numbered paragraphs. “PIN” was typed with lower case whilst “chip” was given an initial capital as was “malware”.

## Summer 2016

**Document 1:** Some candidates incurred a 4H fault for adjusting the template margins rather than continuing on to a second page. Some candidates, when using a second page, only had the complimentary close on the second page, which incurred a 4H fault. Again, candidates failed to include all copies for marking purposes, which incurred one fault for each copy omitted. A few candidates omitted the “Mr” in the addressee’s details. Some candidates omitted to include the apostrophe in the correct place in the word neighbour’s. There were numerous instances of the heading, with either “with” and/or “your” in lower case, incurring a 4J fault. “Enc” was occasionally keyed in as “encs”. The main spelling errors were “statuary” (statutory); “return” (returned) and “formerly” (formally); “advise” (advice); “correspondents” (correspondence).

**Document 2:** This document was well presented. The main spelling error was with the word “complemented”, keyed in as “complimented”. Again, the telephone number needed to be separated into area code and number eg 01632 112233.

**Document 3:** Some candidates incurred a 4J fault (if not in previous documents) for the inconsistent display of subheadings and initial capitals. Candidates also did not seem to comprehend the difference between the dictated “paragraph” and “new line” when it comes to the numbered paragraphs. If “new line” is dictated, the numbered paragraphs should not start with an initial capital letter or finish with a full stop. With regard to the table, many candidates did not have the figures aligned with the column heading and decimal points aligned thereby incurring a 4Q fault. Added to this, the integer numbers were not shown as decimal eg “104” should have been keyed in as “104.0”, which incurred a 4L fault. Spelling errors which occurred included “there by” (thereby); “percent” (per cent); “insuring” (ensuring); “for most/full most” (foremost).

## Sector Update

This qualification is being withdrawn after the Autumn 2017 series. No replacement qualification is being made available.

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