

Word Processing Level 2 – 06999

Spring 10

The standard of papers was satisfactory. The main cause of failure was failure to follow instructions or failure to follow copy in Document 3 and simple keying in errors. On the whole, candidates are carrying out the word processing instructions well. The exception was in Document 1 where there was failure to align the header so that it was aligned with the right hand margin.

Document 1

This was generally completed well. One problem for many candidates was the placement of the header at the right margin. The majority of candidates did this correctly on one page but because of the insertion of the page number the header moved out of alignment on the second and third page or was correct on those pages but incorrect on the first page (Marking Criterion 2.3). All candidates changed the margins correctly but there are still several that had a top margin of more than 6 cm on Page 2 and/or 3. This was probably because they inserted extra line spaces to make a new page and/or failed to insert a hard page break at the first line of the new page (Marking Criterion 4T). Omission of commas after “staff”, “upholsterers,” and “clients” were common errors (MC1.2). Some candidates copied the whole of the first paragraph instead of copying the first sentence and others moved the sentence instead of copying (MC3.5). Common keying in errors were “upholsters” for “upholsterers”, insertion of an apostrophe in “1980’s”, “cabinet makers” instead of “cabinetmakers”, “Rachael” for “Rachel” and “Willis” for “Wills” (MC1.2). There were occasional errors in the deletion of “seasonal changes in” with some candidates deleting the word before the deletion and/or not deleting “in” (MC2.2).

The document may be printed on both sides of the paper so long as the headers and page numbers are as requested.

Document 2

This was generally completed well although a large number of candidates had an incorrect word count of an extra word. This may be that when they check the document the figure they have included as the word count will then be counted (MC2.3). A few candidates extended the underscore on “most commonly used” (MC2.3). The picture was on the whole inserted correctly so that the top of the picture was to the right of the first line of the paragraph with square brackets. Only the text of the two paragraphs in square brackets should have been wrapped to the left of the picture. Some candidates keyed in “toolbox” as two words (MC1.2).

Document 3

This was done to a higher standard than on previous examinations but candidates are still not following copy. A few candidates incorrectly failed to take off the gridlines (MC2.3). Several candidates failed to leave 4 cm (MC4E). Some candidates are still failing to leave a clear line space before and after the headings (MC4B). Several candidates failed to follow the layout of the headings or text in the table, for example, having "NUMBER IN" on one line and "STOCK" on another line (MC2.3). Several candidates failed to line up so that the longest figure, which was "12.10", started at the same point as the "P" of the heading "PRICE" and/or failed to align the decimal points (MC4Q). Several candidates sorted the figures into ascending order instead of descending order or failed to sort (MC3.4). A few candidates did not extend the section heading "FURNITURE POLISHES, AND CLEANERS" into the second column (MC2.3). Some candidates omitted the comma after "POLISHES". Other errors were "Burnish" or "Burning" instead of "Burnishing", "APPLICATIONS" for "APPLICATORS" (MC1.2) and insertion of "the" before "course details" (MC2.1).

Document 4

This was done to a higher standard than on previous examinations although the ragged margin caused a problem with a large number of candidates. Some justified the whole document (MC4S) but the majority used a ragged margin but failed to have a ragged margin on the recalled bullets (MC4S). A few candidates misinterpreted "a ragged right margin" as right alignment so had a ragged left margin (MC4S). The display of the bullet points was done correctly by the majority of candidates. Candidates left a clear linespace before the first bullet point and after the last bullet point in each series (MC4B) and the bullets were aligned consistently (MC2.3). Several candidates failed to insert full stops at the end of each of the keyed in bullets and at the end of the sentences before the bullets (MC1.2). A few candidates omitted the date (MC2.1) and did not follow copy for "Our ref" (MC2.3). Routing caused several problems including failure to key in "cc" or an alternative and failure to produce the two extra copies (MC2.3). The task is designed to go on to two pages and the second page must be numbered (MC2.3). Candidates may print on the back of the paper but must number the page. Several candidates had keying in errors especially "charge" for "charges" and "onto" as one word (MC1.2). A few candidates changed the letterhead (MC4H).