

Word Processing Level 3 – 03938 Summer 2010

The standard of scripts submitted was good and candidates generally followed instructions carefully.

With Search and Replace, some candidates are still not substituting all instances of the word as instructed. In this paper, the word *statements* appeared five times – twice in capitals, once with an initial capital and twice in lower case. All occurrences must be replaced matching case as draft.

Candidates must follow the layout of the draft and this applies especially to column headings in the table and, in this paper, the layout of text in the booklet.

The margins of the booklet are still not always set correctly.

Document 1

Candidates generally followed instructions on the font style and size required for the header and footer. However, the header was not always correctly positioned at the right margin of the document (Marking Criterion 2.3). Pages were numbered correctly but occasionally the page number was missing on the first page (MC2.3). In most cases, paragraphs were moved (MC3.6) and copied correctly (MC3.5). The text box was generally sized exactly (MC4E) but was not always inserted within the correct paragraph. Occasionally text was not wrapped above the text box and the text box was not always accurately centred horizontally within the paragraph (MC2.3) although candidates showed a marked improvement in these two areas. Search and Replace still causes some problems and not all occurrences of the word *statements* were replaced (MC2.3). The ballooned text *regarding the outlook for the company's business and results* was very often positioned incorrectly within the paragraph (MC3.2). Commas were frequently omitted after *senior management* and *in themselves* (MC1.2). The words *in efficiencies* were sometimes not deleted (MC2.2).

Document 2

A small number of candidates did not produce the document in columns (MC2.3). Most candidates correctly produced a copy of this document displaying track changes (MC2.3). A few candidates inserted three paragraphs of text from the Resource Sheet rather than just one paragraph as instructed. This incurred a penalty of 1 fault per word (MC2.1).

The balloon insertion *Instructions are given on the care and use of tools* was often positioned incorrectly within the paragraph (MC3.2). The transposed paragraphs resulted in inconsistent spacing between paragraphs (MC4I). There were various spellings of *pursue* and *cabinetmaking* was often keyed in as two words.

Document 3

This document was generally very well done. The layout of column headings must be exactly as draft (MC2.3). On the whole, decimal points were correctly aligned and the first figure of the longest number was left aligned with the column heading (MC4Q). Occasionally candidates sorted the figures in the wrong order starting with the lowest rather than the highest and the order of the sections was sometimes incorrect. The specified font was not always used (MC2.3). Keying errors included *iron cage* as one word and *Indigo Blue* (MC4J). The instruction to modify the table by adding shading to one column and removing another column was almost always followed correctly.

Document 4

This document was not as well produced as in past papers. Almost all candidates successfully copied the correct paragraph as instructed maintaining consistent font style and size (MC2.3). The correct picture was inserted and sized accurately. Some candidates are still not leaving the minimum margins when the booklet is folded (MC4A). The folded booklet has a front and a back cover and two inside pages. Each inside page should have left and right margins of at least 13 mm. This also applies to the margins for the front and back covers. The pages of the booklet should not be numbered. Some candidates changed only the font size and not the font style as well (MC4D).

There were many common keying errors – *REPARING* for *REPAIRING*, *Jan* for *Ian*, *gliding* for *gilding*, *Brain* for *Brian*, *Restores and Upholsters* for *Restorers and Upholsterers*. The word *Upholsterers* was often keyed in without an initial capital (MC1.7). The four centred lines on the back cover *A booklet which has been written by local experts and incorporates professional tips* were often put on two lines (MC3.2). The word *marquetry* was keyed in with an initial capital (MC4J) whereas *French* was keyed in with an initial lower case (MC1.7). The full stop was often omitted after *hospice* on the back cover (MC1.2)