

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 1 TEXT PROCESSING  
(BUSINESS PROFESSIONAL)**

Scheme Code: **00004**

**TEXT PRODUCTION – SCREEN READER**

Question Paper Reference: **SUMMER 09**

This question paper may be taken within these dates:

**1 JUNE 2009 – 21 AUGUST 2009**

**TIME: 1 HOUR 50 MINUTES**

**INSTRUCTIONS TO READERS**

The Instructions to Candidates and the following documents are for dictation onto the recording media to be used in the examination. The text on the Resource Sheet should be recorded on a separate tape or file.

The material in the dictation passages should be read with clear enunciation and a pause between each passage.

The error of agreement is underlined in the text and should be dictated as shown.

Words followed by an **(S)** should be dictated and then spelt out letter by letter, including capitalisation.

Abbreviations, which are underlined, must be dictated as seen and not spelt.

On completion of the dictation, the reader must hand this paper and the recordings to the Examinations Officer or his/her nominee for safe keeping until required for the examination at the appropriate time.

Please begin the main dictation with:

**This is the dictation for the Summer 2009 examination in Level 1 Text Production – Screen Reader**

## DOCUMENT 1

**(Operator: Document 1 is a business letter. Please use Our ref (closed capitals) TM/ (oblique) (closed capitals) RP. Address the letter to Mr Asif (S) Qureshi (S), (new line) 14 Mortimer (S) Street (new line) (closed capitals) READING (S) (new line) (postcode) RG4 6MV. The resource sheet information that you will need for this document is dictated on a separate recording.)**

Dear Mr Qureshi (S)

Thank you for your letter asking about travel insurance with our **(Operator: abbreviation) co. (full stop)** I attach our latest brochure **(S)** which gives details of all our policies. **(paragraph)**

In your letter you mention that you and your family make several trips abroad **(S)** each year. **(full stop)** I would suggest therefore that you take out our annual cover. **(full stop)** You will save both time and money. **(full stop)** You can also travel all over the world. **(paragraph)**

Our **(Operator: please insert here the appropriate word from the separate resource sheet recording; it begins with initial capital G) (Operator: text continues)** policy allows an unlimited number of trips to be taken during each **(Operator: use figures)** 12 month period. **(full stop)** Each trip may last up to **(Operator: use figures)** 31 days. **(full stop)** Winter sports are also covered. **(full stop)** The cost of cover for your entire family ( **(open bracket)** **(Operator: use figures)** 2 adults and 2 children) **(close bracket)** will be £ **(pound sign)** **(Operator: use figures)** 180. **(full stop)** This is superb value for money. **(full stop)** Your children are covered for no extra charge if they travel without you. **(paragraph)**

If you would like to discuss our policies with my colleagues **(Operator: after the word 'discuss', please insert the words 'any of') (Operator: that section now reads: 'If you would like to discuss any of our policies with my colleagues') (Operator: that is the end of the inserted text)** please do not hesitate to get in touch. **(full stop)** You may of course prefer to visit our website **(Operator: 'website' is one word – S)** and apply online **(Operator: 'online' is one word).** **(paragraph)**

I do hope that you will decide to take out a Progress **(S)** policy. **(paragraph)**

Yours sincerely

**(Operator: name and title with initial capitals)**

Tony **(S)** Marchetti **(S)**

Policy Manager **(Operator: leave a clear linespace)**

**(initial capital)** Enc **(S)**

**(Operator: that is the end of Document 1. Print one copy.)**

## DOCUMENT 2

(Operator: Document 2 is an advert)

(Operator: two headings, at the left margin, in closed capitals)

(First heading)

UNSURE WHO TO CHOOSE? (question mark)

(Operator: leave a clear linespace: second heading)

MAKE PROGRESS YOUR FIRST CHOICE

(Operator: text begins)

Our clients like what we do. (full stop) In a recent survey they praised us for these key (S) benefits: (colon)

(Operator: five lines follow; start each line with an initial capital, no punctuation except where indicated)

Free (S) quotes without obligation (next line)

Personal service (next line)

Free travel helpline (Operator: 'helpline' is one word) (next line)

No- (hyphen) claims discounts (next line)

Superb value for money (paragraph)

(Operator: please emphasise the following sentence only) You can buy single trip or annual travel insurance at low cost. (full stop) (Operator: that is the end of the emphasised sentence) What is more, (comma) family members can be added when needed. (Operator: in the previous sentence, after the word 'added', please insert the words 'to your policy as and') (Operator: that sentence now reads: 'What is more, (comma) family members can be added to your policy as and when needed.') (paragraph)

For further details give us a call on (Operator: use figures) 024 (space) 7647 (space) 0033. (full stop) We look forward to hearing from you. (paragraph)

Do not delay, (comma) ring (initial capital) Progress today! (exclamation mark)

(Operator: that is the end of Document 2. Print 1 copy)

### DOCUMENT 3

(Operator: Document 3 is an article)

(Operator: please use single linespacing except where indicated)

(Operator: two headings at the left margin in closed capitals)

(First heading)

#### PROGRESS INSURANCE

(Operator: leave a clear linespace; second heading)

#### MAKING THE RIGHT CHOICE

(Operator: text begins)

When you travel on business or for pleasure it is vital that you take out adequate travel insurance. **(full stop)** This will save you or your **(Operator: abbreviation)** org from having to pay out if things go wrong. **(paragraph)**

(Operator: heading at the left margin in closed capitals)

#### PERSONAL EFFECTS (S)

If you carry items of value in your luggage, **(comma)** check that they are covered under the terms of your policy. **(full stop)** Mobile phones, **(comma)** laptops **(Operator: 'laptops' is one word)** and cameras should be listed **(Operator: please underline the following word only)** separately. **(full stop)** You may have to pay extra. **(paragraph)**

(Operator: heading at the left margin in closed capitals)

#### TRAVEL DELAYS

Costs may be incurred **(S)** when plans are upset due to plane or train problems. **(full stop)** You may receive some money back if you are delayed for more than **(Operator: use figures)** 24 hours. **(paragraph)**

(Operator: heading at the left margin in closed capitals)

#### ACCIDENT OR ILLNESS

If you are involved in an accident abroad it may be necessary for you to be treated by a doctor. **(full stop)** You might have to be brought home. **(full stop)** Your policy should cover the cost. **(paragraph)**

(Operator: heading at the left margin in closed capitals)

#### FREQUENT TRAVELLERS (S)

(Operator: the next paragraph must be in double linespacing)

If you make lots of trips abroad **(S)**, **(comma)** it makes sense to take out annual cover. **(full stop)** This means that you can make as many foreign trip **(Operator:**

please amend this error of agreement) as you like in (Operator: use text) one year. (full stop) However you must not stay out of the country for more than (Operator: use figures) 31 days at a time. (full stop) This policy will save you time and money. (full stop) You can include members of your family. (full stop) They are even covered (Operator: correction, please change the order of 'even' and 'covered') (Operator: this sentence now starts: 'They are covered even') (Operator: text continues) if they do not travel with you. (paragraph) (Operator: that is the end of the paragraph in double linespacing)

When arranging your cover, (comma) check the small print with care. (full stop) Progress has a reputation for settling claims fairly. (full stop) (Operator: in the previous sentence, after the word 'claims' please insert the words 'quickly and') (Operator: that sentence now reads, 'Progress has a reputation for settling claims quickly and fairly. (full stop)') (Operator: text continues) Check our website for details of all our policies. (full stop)

(Operator: that is the end of Document 3. Print one copy.)

That is the end of Level 1 Text Production paper – Summer 2009 Session.

**RESOURCE SHEET****NOTE TO READER**

**This resource sheet is to be recorded separately to the question paper for access by the candidate.**

**(Operator: this is the dictation for the resource sheet for the Summer 2009 examination in Level 1 Text Production – Screen Reader.)**

Our Gold **(S)** policy allows an unlimited number of trips to be taken during each 12 month period.

**(Operator: that is the end of the resource sheet. Please return to the main question paper recording.)**

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