

Document Production Level 2 – 06978 Autumn 2009

General:

Documents 1 and 3 were generally of a high standard with the majority of faults being incurred in Documents 2 and 4.

Document 1:

The shading in the text box did not always fill the box, and in some cases the border was omitted. Candidates were penalised if the font chosen for the text box was not clearly different from that of the rest of the document. The hand-written insertion '2010' following 'Friday 29 January' was frequently omitted and in the WordArt 'Giant Charity Auction' was amended to 'Giant Auction' rather than 'Grand Auction' as requested.

Document 2:

A disappointing number of the errors seen in this document related to the tear-off slip. The dashes indicating the tear-off portion stopped at the margins instead of extending to within 10 mm of the page edges; some candidates typed other characters instead of the dashes required (Marking Criterion 2.3). Some candidates failed to leave a clear line space between items (MC 4B). A space was not always left between each heading and its associated line of dots, the dotted lines were not always accurately aligned at the right margin and hyphens were sometimes used instead of dots. The bottom margin of this document was also frequently greater than 4 cm. Other common faults in this document were a failure to leave a space after the special mark, '™', omission of the word 'that' in 'I very much hope that you will be able to help us again.' and substitution of 'it' for 'this' in 'send this back to me'.

Document 3:

This document was usually well done. Some candidates did not change 'vents' to 'flues' as requested and some left a space before the symbol in 'Coalert®'. In some cases the organisation chart extended to within 13 mm of the margins (MC 4A) and the chart itself contained several variations in the spelling of 'Steffen Iverson' and 'Jordan Luttrell'. The word 'our' and the final comma were sometimes omitted when making the amendment to the final paragraph.

Document 4:

Part 1 of this document was usually well-presented and accurately typed. A few candidates are still not taking the relative widths of the columns into account. In Part 2, some candidates inserted unnecessary full stops after the items. Many candidates did not type the full POST APPLIED FOR details which were 'Outbound Sales Assistant: Motor, Home and Travel'. Others failed to follow the capitalisation as drafted for 'Devon' or 'PLC'. There were errors in typing the postcodes, with some postcodes being repeated as part of a different address. Candidates who changed 'to' to a dash were not penalised unless they failed to do so consistently on all 3 occasions.