

## **Medical Word Processing (Business Professional) Level 2 - 06996 Spring 2010**

### ***General:***

The standard of work submitted was good. Candidates coped well with the medical terminology in this paper and the majority are carrying out the word processing functions well. Most faults continue to be related to superfluous, missing or wrong words, failure to key commas as shown on the draft and failure to display initial capitals as shown on the draft. Some candidates are changing the font style and size of the recalled text in the OCR supplied files which should not be changed unless specifically instructed to do so.

### ***Document 1:***

The most common errors were failure to maintain a top margin measurement of 5 cm on pages 2 and/or 3, probably due to superfluous hard returns at the top of the page (4T) and failure to align the footer text at the right margin on all pages (2.3). Several candidates aligned the footer correctly on Page 1 but inserted the page number at the bottom right of Page 2 so the page number took the position of the footer. To avoid this candidates would be advised to position the page number in the header if a footer is required and vice versa. The majority of candidates numbered the pages and removed the page number from the first page but in removing this they also removed the footer text which should appear on every page (2.3). A few candidates incurred a fault for changing the font style and/or size of the recalled text (2.3). The copy instruction was well-executed on this paper probably because the sentence stood alone. Other word processing functions were well done. A few candidates failed to delete the text '*and dull*' (2.1), several keyed 'acuity' as 'activity' and the text '*or an astigmatism*' was not keyed or the word 'an' omitted.

### ***Document 2:***

This task was well done. The insertion and manipulation of the picture was performed better on this paper with it correctly resized and positioned to the left of the final two paragraphs. A few candidates emphasised the complete paragraph rather than the sentence (4D). Common errors included keying a dash instead of a hyphen in 'twenty-four' and 'trials' keyed as 'trails'. The automatic filename and path were usually inserted although some had saved with a different filename or added additional text such as their initials to the filename (2.3). The display of a file extension is not essential. The word count should be 154 but additional/omitted words were taken into account. Additional words such as 'word count' or '154 words' are permitted but should not be included in the actual word count.

**Document 3:**

A few candidates failed to remove the gridlines (2.3). Some incurred faults for not displaying the table exactly as shown on the draft with column widths adjusted to display the items on one line and the sub-divided column headings wrapped as shown. The heading OPERATION DETAILS should span the sub-divided columns requiring the cells to be merged but some candidates had split this heading positioning OPERATION above TIME OF and DETAILS above PROCEDURE (2.3). Many candidates continue to present the table without a clear line space after each of the column headings and/or after the section headings (4B) and some are not aligning data to the left (4P). Times were accepted displayed consistently with a colon separator and with or without a space preceding am/pm – inconsistency incurred a fault under 4L. The modification and sort were well done. Common errors were 'plantar' as 'planter' 'curettage' as 'curretage', full stop omitted after 'Mr Morley' and insufficient allocation of vertical space (4E). A few candidates rekeyed some or all of the recalled text so it appeared twice incurring a fault for each additional word.

**Document 4:**

The majority of candidates recalled the supplied letterhead template although some continue to make alterations to the letterhead such as changing alignment, font style/size or removing emphasis (4H). References must be displayed exactly as shown on the draft; some expanded 'ref' to 'reference', inserted punctuation or failed to follow capitalisation (2.1). The document was usually keyed in the correct font style and size but many failed to change the font size and style of the recalled phrases (2.3). Other errors included 'gentleman' as 'gentlemen', 'palpation' as 'palpitation', 'Appointments' as 'Appointment' in the destination details, 'sincerely' keyed with an initial capital in the complimentary close (4J) and the letter date omitted (2.1). Several continue to omit cc, copy or similar from the destination details.