

Word Processing Level 2 – 06999

Autumn 09

The standard of papers was satisfactory. The main cause of faults was failing to follow copy and simple keying in errors. On the whole, with a few exceptions, candidates are carrying out the word processing instructions well. The exceptions were in Document 1 failure to align the footer so that it was aligned with the right hand margin. Occasionally this was done correctly on Page 1 but if page numbering was also done at the bottom right, the page number was right aligned with the right hand margin rather than the footer being right aligned. The other common error on Document 1 was not having a 4 cm top margin on Pages 2 and 3. The placement of the picture is still causing problems with the majority of candidates including the following paragraph against the picture. In Document 4 several candidates failed to change the right hand margin to ragged on the recalled autotext bullets.

Document 1

This was generally completed well but there were two common errors done by a large number of candidates. These were failure to have a consistent top margin of 4 cm. All candidates changed the margins correctly but a large number had a top margin of more than 4 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). The other common error was failure to right align the footer with the right margin. Several candidates, who did align it correctly on Page 1, lost the alignment as they inserted the page number at the bottom right so the page number was right aligned rather than the footer.

Several candidates changed all the figures to words in both the recalled and input text. This is not penalised if it meets the requirements under MC4L but should be avoided as is unnecessary and takes up too much time. Some candidates changed the font (MC2.3) possibly because they opened a file and inserted the file into it. The file then takes on the defaults of the first file. The document should have been recalled directly. 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 with the main problem being the positioning of the picture. All the candidates did a word count but several are still keying in one more than it is. This may be that when they check the document the figure they have included as the word count will then be counted (MC2.3). "Old Hall" was keyed in as "old hall" by several candidates (MC1.7). A few candidates extended the underscore on "5 to 6" (MC2.3). Several candidates keyed in "1.00pm" without a space. This is acceptable so long as they were consistent and changed "9.30pm" in the recalled text (MC4L). The picture should have been inserted so that the top of the picture was to the left of the first line of the paragraph with square brackets. Only the text of the paragraph in square brackets should have been wrapped to the right of the picture not the paragraph "The itinerary will be put up on the staff notice-board the Saturday before the walk". Extra line spaces may be inserted before this paragraph (MC2.3).

Document 3

This was done to a higher standard than on previous examinations but candidates are still making keying in errors especially omissions of "s" in plurals or adding an "s" in a singular word. A few candidates incorrectly failed to take off the gridlines (MC2.3). 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" on one line and "OF DAYS" on another line (MC2.3). Several candidates failed to line up so that the longest figure, which was "1054.00", started at the same point as the "P" of the heading "PRICE" and/or failed to align the decimal points (MC4Q). A few candidates sorted the figures into descending order instead of ascending (MC3.4). Some candidates are rekeying in the recalled text and incurring extra keying in faults. A few candidates did not extend the section headings into the second column (MC2.3).

Document 4

Some candidates changed the format of the letterhead template with a few starting the Reference, Date and Name and Address so they were to the left of the letterhead template (MC4H). Several candidates failed to change the font to Tahoma 12 for the recalled autotext phrases (MC2.3) and failed to change the autotext bullets to a ragged right margin. A few candidates failed to display the bullet points correctly. There should be a clear linespace before the first bullet point and after the last bullet point in each series (MC4B). The bullets may be aligned with the left margin or inset but must be consistent. The font and size of the autotext phrases, including the bullet points, is Arial 11 and this must be changed to the font and size given in the instructions (MC2.3). The recalled phrases are in the opposite format to what is required so on this task the bullet points were recalled as justified and had to be changed to a ragged margin (MC4S). Several candidates inserted extra full stops at the end of each of the keyed in bullets (MC1.2) and started each one with a capital letter (MC4J). Some candidates misinterpreted "a ragged right margin" as right alignment so had a ragged left margin (MC4S). Routing caused several problems including failure to key in "cc" or an alternative and failure to produce extra copies (MC2.3). The task is designed to go on to 2 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 omission/insertion of odd words (MC2.1). Again candidates changed the display of the figures. This was usually done in accordance with MC4L but should be avoided as is unnecessary and wastes time and if done incorrectly will be penalised.