

Text Production Level 3 – 03932, and Text Production – Screen Reader Level 3 – 00007 Summer 2009

General

Most candidates completed the paper. It appears that some candidates are reading phrases and then typing them from memory rather than touch-typing as they read, as suggested by the replacement of 'your laptop' with 'a laptop' and the insertion of 'that' in the phrase 'ensure you bring'. Candidates who do this need to be especially careful to check their work against the original copy as they will be penalised for typing the wrong words even if the final typescript has a similar meaning to the one drafted. Candidates seem well able to deal with the majority of amendments required, with the exception of apostrophes and to a lesser extent grammatical errors. Those who fail usually do so because they type the wrong words, or omit words from, or add words to the copy and do not check their work for this type of error before submitting it.

Document 1:

A few candidates were penalised for failure to use the letterhead provided. Some used a letterhead with a different address, and some changed the font size or style of the letterhead. The date and special mark PRIVATE were usually inserted correctly, but the style of the heading was sometimes changed to all capitals (4J). Although the post-dating was generally indicated correctly, the style used was not always the same as that used to date the letter (4L). The spelling errors in 'unsuccessful' and 'expenses' were generally corrected. A number of candidates failed to identify 'Chief Administrator' as the vacant role indicated in the memo on the resource sheet and typed 'Personal Assistant' instead, and some expanded a/cs to 'accountant's' rather than 'accounts'. The grammatical error 'has' in the first paragraph was not always corrected to 'have'. The letter content indicated 2 enclosures: the job description and the person specification. Many candidates failed to correct the grammatical error in this sentence from 'are' to 'is' and to indicate a multiple enclosure at the foot, although in this case they were not penalised twice. Pleasingly, the misplaced apostrophe in 'company's Head Office' was corrected more often than not. In the final paragraph many candidates expanded 'tel' to 'tell' instead of 'telephone' as shown in the list of abbreviations supplied.

Document 2:

A number of candidates failed to leave a linespace beneath the headings in the top half of this document (4B). The underline beneath the word 'main' was sometimes extended into the following space. The numbered paragraphs were mostly correctly rearranged and the horizontal transposition of 'directly into your bank account' and 'monthly by BACS' was also correctly performed. Some candidates typed 'made' instead of 'paid'. In some cases the second part of the vertical transposition, the paragraph beginning 'From time to time ...' was omitted completely, as was the ballooned insertion 'for both the employee and employer'. In this phrase some candidates omitted 'the' before 'employee' while others inserted 'the' before 'employer'. The apostrophes in 'years' service' were frequently omitted or misplaced.

Document 3:

The words 'our delivery' were sometimes omitted following the replacement words in the first paragraph. The paragraphs beneath the transposed headings were sometimes moved with the headings although only the headings were circled. Initial capitalisation of headings was not always as copy, in particular 'How It Works'. The apostrophe in 'these firms' clients' was often omitted or misplaced. In the last paragraph of this page, 'licence' was sometimes given the American spelling 'license' and 'comprise' changed to 'compromise'. Both footnotes were generally typed in the correct place and with the correct capitalisation and punctuation. Both the items from the resource sheet on this page and the next were correctly identified.

On the second page, a number of candidates typed 'will have a few, if any' instead of 'will have few, if any'. Some candidates omitted the hyphens in 'well-established' and 'self-employment'. The final paragraph was usually correctly inset and most candidates correctly left the heading of this paragraph at the left margin as indicated in the draft.

The amendments on the third page were generally dealt with correctly. Many candidates changed 'compiled' to 'complied'.

On the final page 'outfits' was sometimes changed to 'outlets' and, more frequently, 'contacts' changed to 'contracts'. The ballooned insertion and the horizontal transposition were nearly always done correctly.

By far the most errors in this document were those of omission (eg [in] the operations, [very] carefully, [then] be used, [the] licensee, [these] tend), insertion (eg [the] training, [been] chosen, [as] such), or replacement (eg string/strong, or/of, services/service, form/from, as/at, details/detail, fining/finding, there/these, grand/grant, call/called, is/it).