

Document Presentation Level 2 - 06978 Autumn 2010

General:

The majority of candidates completed the paper and the standard of accuracy and presentation continues to improve.

Document 1:

This document was generally well presented. Some candidates did not spell "barbecue" correctly. In the text box, a number of candidates failed to type an initial capital for "Show" and a few inserted a full stop at the end of the text. Most candidates shaded the text box as instructed, but in some cases failed to show a distinct border to the box. Some candidates failed to leave a clear linespace above/below the picture, WordArt or text box.

Document 2:

There were very few errors in the body of the letter, most faults occurring in the signature block and tear-off slip. "Service Manager" was occasionally typed as "Service Manger", "Service Manage" or just "Manager". Many candidates are still leaving more than 10 mm at each end of the tear-off line of dashes. In some cases the scissors symbol failed to print fully, or was over-printed on the tear-off line with dashes extending to the left of it. Many candidates fail to type the dotted lines correctly. There must be at least one space following the headings and each line of dots must end at exactly the same point – there are still a number of candidates failing to use a right or leader dot tab to achieve this. Fewer candidates are leaving more than 4 cm space at the foot of the document, but there is still room for improvement here.

Document 3:

This document was very well produced by most candidates with very few errors being incurred. Some candidates omitted to type the heading at the top and a few failed to delete "in the motor trade" as shown. The spelling of some of the names in the organisation chart caused problems, namely "Jeffery" for "Jeffrey", "Jonathon" for "Jonathan" and various misspellings of "Faisal Alharbi". Some candidates lost marks by leaving spaces in "Ready²Go". The replacement of "clients" with "customers" was generally done on all 3 occasions by most candidates. The footer was mostly inserted correctly, but page numbering was sometimes omitted.

Document 4:

Part 1 of this document was generally well done, most candidates correctly reflecting the widths of the columns shown in the draft. Some candidates inserted a vertical line after COURSES ATTENDED which was not shown in the draft.

In Part 2, most candidates removed the gridlines as instructed. The five dates were not always presented in the same style, for example "3 October 2009" but "08 December 2010" or 8th December 2010", incurring a penalty under 4L. Initial capitals for the items under COURSE was not always consistently as copy, but for the most part candidates completed this task extremely well.