



# Text Processing (Business Professional)

<b>Unit Title:</b>	<b>Text Production</b>
OCR unit number:	06975
Level:	2
Credit value:	5
Guided learning hours:	50
Unit reference number:	M/505/7152

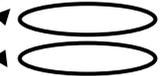
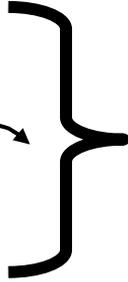
## Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten and typewritten draft material, a range of business documents to a standard that meets the business document production requirements of employment.

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>	<b>Knowledge, understanding and skills</b>
1 Be able to use a word processor or a typewriter	1.1 Select and use functions of a word processor or typewriter, including <ul style="list-style-type: none"> <li>- setting margins</li> <li>- line spacing</li> <li>- alignment</li> <li>- ways of emphasising text</li> <li>- inserting page numbers</li> <li>- underlining text</li> <li>- printing</li> </ul>	<ul style="list-style-type: none"> <li>• Set margins of at least 13 mm</li> <li>• Use and alter line spacing (single/double)</li> <li>• Left alignment, including main and subheadings as presented in the draft</li> <li>• Emphasise text, using bold, italics, underlining, capitals, centring, change of font style/size</li> <li>• Insert a page number on continuation sheets</li> <li>• Underline text as shown in draft</li> <li>• Produce printouts or typescripts</li> </ul>
2 Be able to key in text from handwritten and typewritten drafts	2.1 Key in text, including <ul style="list-style-type: none"> <li>- capitalisation</li> <li>- punctuation</li> </ul> 2.2 Key in text to specified layouts, including <ul style="list-style-type: none"> <li>- business letter</li> <li>- memo, press release, file note</li> <li>- article, report</li> </ul>	<ul style="list-style-type: none"> <li>• Read and transcribe variable quality manuscript</li> <li>• English spelling, punctuation and grammar</li> <li>• Use conventional layout and style for business documents</li> <li>• <b>Letter</b> <ul style="list-style-type: none"> <li>– <i>Our ref</i> and associated details keyed in exactly as draft, including capitalisation and punctuation</li> </ul> </li> <li>• <b>Memo/Press Release/File Note</b> <ul style="list-style-type: none"> <li>– Insert details required against correct headings</li> </ul> </li> </ul>

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3 Be able to interpret implied and explicit instructions	3.1 Complete work within set timescales  3.2 Select stationery appropriate for document type  3.3 Use consistent style and presentation, including <ul style="list-style-type: none"> <li>- clear line space before and after separate items in documents</li> <li>- display of date, measurement, weight, time, money, figures, dashes and hyphens</li> </ul> 3.4 Comply with instructions for production of business letters and memos, including <ul style="list-style-type: none"> <li>- inserting today's date and postdating</li> <li>- inserting a special mark</li> <li>- indicating enclosures</li> </ul> 3.5 Expand specific abbreviations, ensuring correct spellings	<ul style="list-style-type: none"> <li>• Use appropriate stationery or templates as instructed</li> <li>• Retrieve pre-stored templates</li> <li>• <b>Letter</b> <ul style="list-style-type: none"> <li>- Insert today's date</li> <li>- Insert a special mark, e.g. URGENT, CONFIDENTIAL</li> <li>- Insert postdate</li> <li>- Indicate enclosures as implied in the draft, using an acceptable convention</li> </ul> </li> <li>• <b>Memo/Press Release/File Note</b> <ul style="list-style-type: none"> <li>- Insert today's date against date heading</li> </ul> </li> <li>• <b>Memo</b> <ul style="list-style-type: none"> <li>- Indicate enclosures as implied in the draft, using an acceptable convention</li> </ul> </li> <li>• Expand abbreviations shown in the list below:</li> </ul>																																																				
	<table border="0"> <tr> <td>a/cs</td> <td>account(s)</td> <td>misc</td> <td>miscellaneous</td> </tr> <tr> <td>approx</td> <td>approximate(ly)</td> <td>necy</td> <td>necessary</td> </tr> <tr> <td>asap</td> <td>as soon as possible</td> <td>opp(s)</td> <td>opportunity(ies)</td> </tr> <tr> <td>cat(s)</td> <td>catalogue(s)</td> <td>org(s)</td> <td>organisation(s)</td> </tr> <tr> <td>co(s)</td> <td>company(ies)</td> <td>poss</td> <td>possible</td> </tr> <tr> <td>dr</td> <td>dear</td> <td>ref(d)*</td> <td>refer(red)</td> </tr> <tr> <td>doc(s)</td> <td>document(s)</td> <td>ref(s)*</td> <td>reference(s)</td> </tr> <tr> <td>emp</td> <td>employment</td> <td>sec(s)</td> <td>secretary(ies)</td> </tr> <tr> <td>gntee(s)</td> <td>guarantee(s)</td> <td>sig(s)</td> <td>signature(s)</td> </tr> <tr> <td>immed</td> <td>immediate(ly)</td> <td>tel</td> <td>telephone</td> </tr> <tr> <td>info</td> <td>information</td> <td>temp</td> <td>temporary</td> </tr> <tr> <td>mfr(s)</td> <td>manufacturer(s)</td> <td>yr(s)</td> <td>year(s)</td> </tr> <tr> <td>mtg(s)</td> <td>meeting(s)</td> <td>yr(s)</td> <td>your(s)</td> </tr> </table> <p>Days of the week (e.g. Thur, Fri)</p> <p>Months of the year (e.g. Jan, Feb)</p> <p>Words in addresses (e.g. Rd, St, Ave, Dr, Sq, Cres, Pl, Pk)</p> <p>Complimentary close (e.g. ffly, snclly)</p> <p>* Do not expand <i>ref</i> in <i>Our ref</i> in the letter or memo heading</p>	a/cs	account(s)	misc	miscellaneous	approx	approximate(ly)	necy	necessary	asap	as soon as possible	opp(s)	opportunity(ies)	cat(s)	catalogue(s)	org(s)	organisation(s)	co(s)	company(ies)	poss	possible	dr	dear	ref(d)*	refer(red)	doc(s)	document(s)	ref(s)*	reference(s)	emp	employment	sec(s)	secretary(ies)	gntee(s)	guarantee(s)	sig(s)	signature(s)	immed	immediate(ly)	tel	telephone	info	information	temp	temporary	mfr(s)	manufacturer(s)	yr(s)	year(s)	mtg(s)	meeting(s)	yr(s)	your(s)	
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<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>	<b>Knowledge, understanding and skills</b>
	<p>3.6 Identify and correct typographical, punctuation and spelling errors</p> <p>3.7 Correct specified errors of agreement and apostrophe errors</p> <p>3.8 Make amendments to text as shown in the draft</p>	<ul style="list-style-type: none"> <li>• Identify and correct errors in words that will not be indicated in the draft: <ul style="list-style-type: none"> <li>– typographical errors including words containing extra, omitted and transposed letters and extraneous symbols</li> <li>– punctuation errors including omitted full stop and omitted initial capital at the start of a sentence</li> <li>– spelling errors in words given below including their derivations where marked * (e.g. plurals, prefixes (such as un-, in-, dis-, ir-) and suffixes (such as -ed, -ing, -ment, -tion, -ly, -able, -ible, -ence, -ial)</li> </ul> </li> </ul> <p>access*                      discuss*  accommodate*              expense*  achieve*                      experience*  acknowledge*              financial*  advertise*                      foreign  although                      govern*  apparent*                      receipt*  appreciate*                      receive*  believe*                      recommend*  business*                      responsible*  client*                          separate*  colleague*                      sufficient*  committee*                      supplementary  convenient*                      temporary*  correspond*                      through  definite*  develop*</p> <ul style="list-style-type: none"> <li>• Correct errors in words in the draft that have been circled: <ul style="list-style-type: none"> <li>– errors of agreement including those of subject/verb and quantity/noun</li> <li>– apostrophe errors including misplaced and superfluous apostrophes</li> </ul> </li> <li>• Amend text as shown in draft: <ul style="list-style-type: none"> <li>– deletion with replacement words</li> <li>– deletion without replacement words</li> </ul> </li> </ul>

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
<p>new paragraph [ or //</p> <p>run on ~~~~~</p> <p>insertion with word(s) above / or balloon with arrow e.g. </p> <p>transpose horizontally ~~~~~ or balloon with arrow e.g. </p> <p>transpose vertically </p> <p>close up </p> <p>leave a space /</p> <p>stet - - - - - with  in margin</p>		<p>– follow correction signs:</p> <p> no marginal instructions</p>
4 Be able to incorporate information from another source	4.1 Incorporate previously unseen information from a separate source	<ul style="list-style-type: none"> <li>Deal with a distraction in the form of additional text to be included in the report/article from another source</li> </ul>
5 Be able to check documents for accuracy	5.1 Check documents for accuracy, correcting mistakes as necessary	<ul style="list-style-type: none"> <li>Use of spellchecker (word processor users)</li> <li>English spelling, punctuation and grammar</li> <li>Proofreading skills</li> <li>Using appropriate correction techniques to ensure work is accurate</li> </ul>

## Assessment

Assessment will consist of producing three business documents totalling 750 words and will take the form of a 1 hour 15 minute test set and marked by OCR.

Results will be graded Distinction, Pass or Fail. The grade achieved will be stated on the certificate.

To achieve a Distinction, candidates must produce the documents with no more than 4 faults within the time allowed (1 hour 15 minutes).

To achieve a Pass, candidates must produce the documents with no more than 11 faults within the time allowed (1 hour 15 minutes).

## Administration guidance

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- Either a word processor or a typewriter may be used to complete the examination.
- Stationery: A4 plain paper will be required. Candidates must use the templates supplied by OCR for the examination. Templates may be pre-printed onto plain paper for those candidates using a typewriter.
- Centres must ensure that the recall material for this examination is available for candidates. Recall material is supplied for each examination by OCR publications on CD-ROM or can be downloaded free of charge from Interchange, OCR's secure website.
- Printing: Candidates **must** carry out their own printing. No changes whatsoever may be made to the documents outside the time allowed for the examination. Printing may be undertaken in a period immediately following the examination and supervised by the Invigilator.
- For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk).

## Guidance on assessment and evidence requirements

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For detailed guidance, please refer to the marking criteria and tutor notes in this document.

Candidates must produce three business documents to a standard acceptable in the workplace and outcomes must be within the permitted error tolerance.

Penalties are given for errors and the same fault appearing more than once will incur a penalty each time. One fault only will be given to any one word\* irrespective of the number of errors that may appear in that word. For example, "miscellaneous" keyed in as "miss-selanium" will be penalised 1 fault, even though several faults have been incurred in the word. Presentation (Section 4) faults may also be applied.

\* A word is defined as any normally recognisable word including a hyphenated word and associated punctuation and spacing. Other items that are treated as a word are:

- postcode
- initials and courtesy titles
- simple or complex numbers including money, times and telephone numbers
- simple or compound measurements.

Invigilators are given clear instructions to report any problems with printers, failure to do so can disadvantage candidates.

Errors will be divided into 4 categories:

Marking Criteria	Tutor Notes
<b>Section 1 Faults - keying in errors</b> <b>One fault will be given for each word* which:</b>	
1.1 contains a character which is incorrect (including upper case character within a word), or is illegible for any reason	<ul style="list-style-type: none"> <li>• A penalty will be incurred for any word that contains a character that is incorrect or that includes an upper case character within a word, e.g. <i>LaBel</i></li> <li>• Candidates may use English and mother tongue dictionaries and spellcheckers where available</li> </ul>
1.2 has omitted or additional characters or spaces (including omissions caused by faulty use of correction materials/techniques, e.g. hole in paper)	<ul style="list-style-type: none"> <li>• A space inserted between a word and its associated punctuation, e.g. <i>word :</i> or <i>word ?</i> will incur 1 fault per instance</li> <li>• Incorrect or omitted paired punctuation e.g. brackets, single quotes will incur 1 fault per 'pair', e.g. ( Progress Group ), ' Progress Group '</li> </ul>
1.3 contains handwritten character(s)	
1.4 has no space following it	
1.5 has more than 2 character spaces following it, except where appropriate, e.g. before postcode, after punctuation	<p>In continuous text, 1 fault per instance will be incurred for:</p> <ul style="list-style-type: none"> <li>• more than 3 spaces appearing after a full stop, question mark, exclamation mark or colon</li> <li>• more than 2 spaces appearing after a comma, semi-colon, closing bracket, dash, apostrophe (at the end of a word) and closing single or double quotes</li> <li>• where a short line appears, this will be penalised if the first word following could have fitted at the end of the short line with at least 18 mm (<math>\frac{3}{4}</math>" ) to spare (measuring the short line against the longest line in the document)</li> </ul>
1.6 contains overtyping, including overtyping of pre-printed material (per entry regardless of the number of words involved) e.g. text cutting through letterhead template	
1.7 does not contain initial capitals: - as presented in the draft - for the first letter of a sentence	<ul style="list-style-type: none"> <li>• Candidates should key in text as presented in the draft. One fault per instance will be incurred for each initial capital drafted that has been keyed in as a lower case character</li> <li>• Failure to insert a capital letter following a penalty for an omitted full stop will not be penalised.</li> <li>• Inserting a capital letter following a penalty for an incorrect full stop will not be penalised</li> </ul>

Marking Criteria	Tutor Notes
<b>Section 2 Faults - omissions and additions</b> <b>One fault will be given for:</b>	
<p>2.1 each word which is the wrong word and a word that has been omitted or added or not removed as instructed (e.g. a word which is crossed out in the draft)</p>	<ul style="list-style-type: none"> <li>• <i>Our ref</i> and reference details must be keyed as shown in draft, including capitalisation and punctuation (do not expand <i>ref</i>). Treat the whole reference as one unit for marking purposes. Errors in references incur one fault maximum per document. Candidates will incur a fault if they set up their own reference, or omit the reference, or add their own initials to the reference</li> <li>• In the letter the reference, date, special mark and name and address may be presented in any order but must appear above the salutation and must be keyed in as draft, including capitalisation and punctuation</li> <li>• Any style of date is acceptable, with the exception of the American numeric format, e.g. 12/25/2011 as Christmas Day</li> <li>• The date must appear below the letterhead and above the salutation of the letter and should have a clear line space above/below</li> <li>• Dates will not be acceptable in the header/footer details alone</li> <li>• One fault will be incurred for each instance of a missing, incomplete or incorrect date to be inserted on correspondence as instructed on the front cover of the question paper</li> <li>• All errors in other dates are penalised per element</li> <li>• Where postdating is required, 1 fault maximum will be incurred for any errors or omissions</li> <li>• If a date appears in a document that does not require dating, this will be penalised 1 fault maximum unless the date appears as part of the personal details</li> <li>• Omitted or additional text resulting from an attempt at vertical or horizontal transposition will be penalised 1 fault per word</li> <li>• Failure to type correct word(s) in accordance with the stet correction sign</li> </ul> <p><b>Abbreviations</b></p> <p>Abbreviations in handwritten draft should be expanded correctly; failure to do so is penalised 1 fault per abbreviation (as shown in section 3 on page 2)</p> <p>NB: commonly used abbreviations must be retained, for example, plc, Ltd, Co and &amp; (ampersand) in company names, and etc, eg, ie, NB, PS.</p>
<p>2.2 not applicable to this unit</p>	

Marking Criteria	Tutor Notes
<p>2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to:</p> <ul style="list-style-type: none"> <li>- insert a special mark</li> <li>- indicate an enclosure</li> <li>- underline text</li> <li>- insert page numbers on continuation sheets</li> </ul>	<ul style="list-style-type: none"> <li>• Errors or omissions in a special mark will incur 1 fault maximum</li> <li>• Where enclosures are implied any appropriate method of indicating them may be used, e.g. <i>Enc Att Encs Atts</i>. Indications must differentiate between single and multiple enclosures</li> <li>• The indication of an enclosure must appear below the signatory details in the letter</li> <li>• Failure to underline a word or words within the text exactly as shown in the draft incurs 1 fault maximum, including omission of the underline and underlining which is too long or too short. (This is not treated as presentation which relates to the underlining of headings – see 4J below)</li> <li>• Page number on page 1 of a multi-page document is acceptable but page numbers on a single-page document will incur a penalty</li> <li>• Page numbers may appear in any position and may be any style but must appear once only on each page of a document</li> <li>• Errors and omissions related to page numbers are limited to 1 fault maximum per examination paper</li> </ul>

<b>Section 3 Faults - transpositions and misplacements</b>	
<b>One fault will be given for each instance of:</b>	
<p>3.1 items not transposed (horizontally or vertically) in accordance with a correction sign</p>	<ul style="list-style-type: none"> <li>• Failure to transpose items horizontally or vertically will be penalised 1 fault maximum per correction sign in addition to any other errors, e.g. omitted/additional words</li> <li>• Interim text (e.g. a paragraph or heading between the text to be transposed) which is misplaced as a direct result of the attempt to transpose will incur 1 fault maximum</li> </ul>
<p>3.2 words that are misplaced within text, where there is no instruction</p>	<ul style="list-style-type: none"> <li>• Words inserted in the wrong order or place in the absence of an instruction e.g. misplaced within text or as foot or marginal note, regardless of the amount of material involved (in addition to any faults that may be incurred above)</li> <li>• Transposition of entries against recalled headings e.g. "To, From" in a memo incurs 1 fault per misplaced text</li> </ul>
<p>3.3 failure to paragraph as per draft or as specified by a correction sign, e.g. new paragraph or run on</p>	

Marking Criteria	Tutor Notes
<b>Section 4 Faults – presentation</b> <b>No more than one fault per paper for each of the following items:</b>	
4A left and/or top margins of less than 13 mm, or ragged left margin	This includes: <ul style="list-style-type: none"> <li>• ragged left margin, e.g. additional character spacing at the beginning of a line or paragraph</li> <li>• main and subheadings not keyed in at the left margin, as presented in draft – unless otherwise instructed (e.g. centring)</li> </ul>
4B no clear line space before and after separate items within a document	<ul style="list-style-type: none"> <li>• Failure to leave a clear line space before and after separate items within a document, e.g. before/after headings, between paragraphs</li> <li>• Failure to leave a clear line space below a letter heading</li> </ul> NB: Where letterhead template is centred or right aligned there is no requirement for a clear line space below the letterhead. Where the letterhead template is left aligned, a clear line space must be left
4C failure to use line spacing as instructed	This includes: <ul style="list-style-type: none"> <li>• failure to change line spacing as instructed</li> </ul>
4D failure to emphasise text as instructed	This includes: <ul style="list-style-type: none"> <li>• emphasis extended beyond the selection of text specified</li> <li>• additional emphasis of text where not requested (except for headings – see 4J below)</li> </ul> Emphasis may be bold, italic, underline, change of font style/size.
4E not applicable to this unit	
4F not applicable to this unit	
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> <li>• Invigilators should report any machine problems resulting in marks on paper</li> <li>• Invigilators should also report any problems with printers, so as not to disadvantage candidates</li> </ul>
4H incorrect stationery used (i.e. OCR supplied templates, A4 plain paper, portrait/landscape)	<ul style="list-style-type: none"> <li>• Failure to use OCR letterhead, memo, press release and file note templates supplied for the examination (tutors may print these for use with typewriters)</li> <li>• Failure to produce continuation sheets on plain paper</li> <li>• Complimentary close and/or routing details carried on to continuation page without at least two lines of body text will incur 1 fault maximum</li> <li>• Templates, including company information and margins, must not be altered in any way</li> </ul>

Marking Criteria	Tutor Notes
<p>4I inconsistent spacing between and within similar items within a document</p>	<ul style="list-style-type: none"> <li>• Inconsistent spacing (including line spacing) between and within similar items is only penalised if a comparison with a similar item can be made within the same document</li> <li>• Inconsistent line spacing above and below an item, for example, an inset portion, will not be penalised as there is no further instance of inseting within the same document for comparison</li> </ul>
<p>4J use of initial capitals where not presented in draft, or:</p> <ul style="list-style-type: none"> <li>- closed capitals used where not presented in draft</li> <li>- failure to use closed capitals as presented in draft</li> <li>- failure to key in headings with initial capitals and underlined as presented in draft</li> </ul>	<p>This includes:</p> <ul style="list-style-type: none"> <li>• use of initial capitals where initial capitals not presented in draft, e.g. <i>Sincerely</i> in complimentary close</li> <li>• closed capitals used where not presented in draft, e.g. <i>White</i> keyed in as <i>WHITE</i></li> <li>• failure to use closed capitals as presented in draft, e.g. <i>DISEASES</i> keyed in as <i>Diseases</i></li> <li>• failure to underline headings, including subheadings, as presented in the draft, e.g. "<u>Miscellaneous Household Items</u>" keyed in as "Miscellaneous Household Items"</li> <li>• capitalisation faults in postcodes</li> </ul> <p>Candidates should key in data exactly as shown in the draft (except for errors of agreement and apostrophe errors which will be circled in the draft, and typographical, punctuation and spelling errors which will not be indicated) but additional boldening, italicising or underlining of headings will not be penalised</p>
<p>4K inconsistent use of alternative spellings within a document</p>	<ul style="list-style-type: none"> <li>• Alternative spellings that may be found in an English dictionary will be accepted but a penalty will be incurred if that alternative spelling is used inconsistently, e.g. <i>organize</i> but <i>organisation</i> within the same document</li> </ul>
<p>4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens</p>	<ul style="list-style-type: none"> <li>• Dates must be of consistent style throughout a document. For example, if full style is used such as <i>12 January 2011</i>, this style should be used for all subsequent dates within the same document. (Please also refer to Section 2.1 Notes above)</li> <li>• Measurements and weights must be used consistently. For example, <i>5cm</i> or <i>5 cm</i>; <i>16kg</i> or <i>16 kg</i></li> <li>• Times must be keyed in consistently within a document. For example <i>10.30 am</i> and <i>2.30pm</i> within the same document would incur a penalty.</li> <li>• Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so</li> <li>• Money: there must be no character space between £ and the amount, e.g. <i>£60</i></li> </ul>

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> <li>• The display of figures should be an “acceptable system”, e.g. <ul style="list-style-type: none"> <li>- all figures including “1”</li> <li>- all words (but use of words such as <i>twenty-five</i> or <i>twenty five</i> must be consistent)</li> <li>- <i>one</i> as a word, all others as figures</li> <li>- <i>one</i> to <i>nine</i> or <i>ten</i> as words and then <i>10</i> or <i>11</i> upwards as figures</li> <li>- <i>one</i> to <i>twenty</i> as words and then <i>21</i> upwards as figures</li> </ul> </li> <li>• Where dashes or hyphens are used to represent the word “to” (e.g. <i>15-22</i> or <i>15 – 22</i>) these must be used consistently throughout a document</li> <li>• Telephone numbers must be presented as draft. For example <i>024 7647 0033</i> keyed as <i>02476470033</i> would incur a penalty. (Please note: an inaccurate telephone number (e.g. <i>02576470033</i>) would also be penalised under 1.1/1.2.)</li> </ul>
4M inconsistent use of open or full punctuation within a document	<p>This includes:</p> <ul style="list-style-type: none"> <li>• a full stop appearing in any abbreviation such as <i>enc, cc, eg, am</i>, when open punctuation has been used</li> <li>• a missing full stop in any abbreviation such as <i>enc., c.c., e.g., a.m.</i>, where full punctuation has been used</li> </ul>
4N insertion of an additional comma which alters the meaning of a sentence	<ul style="list-style-type: none"> <li>• Candidates should key in punctuation as presented in the draft. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence</li> </ul>