

## **Word Processing (Level 2) – 06999 Spring 2009**

The standard of papers was satisfactory.

**Document 1:** This was generally completed well but there were two common errors done by a large number of candidates. The main error was failure to copy the sentence. Candidates are now asked to copy a sentence, not several sentences as on the old scheme. The majority of candidates copied more than was required either copying “This served large parts ..... Wales.” or by copying “This served large ..... linked to those in England.” (Marking Criterion 3.5). The other main error was failure to have a consistent top margin of 4.5 cm. All candidates changed the margins correctly, although several also incorrectly changed the right margin, but a large number had a top margin of more than 5 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 (MC4T). Several candidates failed to delete “in turn” (MC2.2). The deletion, without replacement of text, is now only a few words so care must be taken in finding the deletion. Several candidates had inconsistent linespacing before the headings “BEGINNINGS” and “DECLINE” (MC4I). The numbering of pages was done well although a few candidates are not using the automatic page numbering which usually resulted in a penalty for an incorrect top margin. A common error was expanding “feat” to “feature” (MC1.2).

**Document 2:** This was generally completed well with the main problem being the word count and failure to delete “in excess of”. All the candidates did a word count but a large number did not key in the correct figure which was 159 (MC2.3). Several candidates keyed in 159 but this did not correspond with their own document where they had perhaps failed to delete “in excess of” which would make the word count 161. There is no need to key in extra words such as “word count”. This is not penalised but must not be included in the word count. The word count is on the text in the poster. A large number of candidates failed to delete “in excess of” (MC2.2). As with the first document care must be taken in finding the deletion which will be of a few words. The insertion of the picture was on the whole done well with the majority of candidates inserting it at the left. Several candidates had “These magnificent animals ..... characteristics.” to the right of the picture instead of it being below. 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. Very few candidates failed to insert the correct picture or failed to change its width although a few did not leave a clear line space above and below the picture (MC2.3). A few candidates omitted the sentence “These magnificent animals have many well-known characteristics.” (MC2.1). This, in several cases, was the main cause of failure to pass the examination.

**Document 3:** The majority of candidates had errors on this task although the standard of keying in was good. Several did not leave 9 cm (MC4E). Some candidates are still failing to leave a clear line space before and after the headings (MC4B). A few candidates had inconsistent line spacing before/after the section headings (MC4I). Several candidates failed to follow the layout of the headings or text in the table, for example, having “SIZE” on one line and “OF ITEM” on the next line (MC2.3). Several candidates failed to line up so that the longest figure, which was “11.50”, started at the same point as the “P” of the heading “PRICE £” (MC4Q). Several candidates failed to do the sort correctly (MC3.4) and a few candidates failed to remove the gridlines (MC2.3). There were a few keying in errors. These were mainly omission of an “S” in plural words in the headings (MC1.2).

**Document 4:** Some candidates changed the format of the letterhead template (MC4H). Several candidates changed the font to Tahoma but not to 12 (MC2.3). The main loss of marks came from the bullet points. Some candidates had inconsistent display of the bullet points, especially the space between the bullet point and the text. (MC2.3). Several candidates failed to leave a clear line space before the bullet points. There should be a clear line space before the first bullet point and after the last bullet point in each series (MC4B). 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 at the top of the page (MC2.3). The recalled phrases are also in the opposite format to what is required so on this task the bullet points were ragged and had to be changed to a justified margin. On another paper they might be justified and need to be changed to a ragged margin (MC4S). Routing caused several problems including failure to key in “cc” or an alternative, failure to put the routing on the top copy and failure to produce extra copies (MC2.3). The second page was not numbered by a large number of candidates. The task is designed to go on to 2 pages and the second page must be numbered (MC2.3). A common error was “further” for “future” and variations on “McInerney” (MC1.2).