Text Processing (Business Professional)

Unit Title:	**Text Production**
OCR unit number:	06964
Level:	Entry 3
Credit value:	3
Guided learning hours:	30
Unit reference number:	F/505/7110

Unit aim

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

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills
1. Be able to use a word processor or typewriter	1.1 Use functions of a word processor or typewriter, including − setting margins − alignment − underlining − printing	• Set margins of at least 13 mm • Left alignment, including main and subheadings as presented in the draft • Underline text as shown in the draft • Produce printouts or typescripts
2. Be able to key in text from handwritten and typewritten drafts	2.1 Key in text, including − capitalisation − punctuation 2.2 Key in text to specified layouts, including − business letter − notice, menu or advertisement − article or report	• Read and transcribe variable quality manuscript • English spelling, punctuation and grammar • Use conventional layout and style for business letters
3. Be able to interpret implied and explicit instructions	3.1 Complete work within set timescales 3.2 Select stationery appropriate for document type	• Use appropriate stationery, i.e. A4 plain paper

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills

	3.3 Use consistent style and presentation, including
	
	  – clear line space before and after separate items in documents
	
	  – display of date, measurement, weight, time, money, figures, dashes and hyphens
	
	3.4 Comply with instructions for production of letters, including
	
	  – inserting today's date
	
	3.5 Expand specific abbreviations, ensuring correct spellings
		
		• Expand abbreviations shown in the list below:
		co company
		dr dear
		info information
		necy necessary
		opp(s) opportunity/ies
		org organisation
		poss possible
		ref(d) refer(red)
		ref(s) reference(s)
		sec(s) secretary/ies
		yr(s) year(s)
		yr(s) your(s)
		Days of the week (e.g. Thur, Fri)
		Months of the year (e.g. Jan, Feb)
		Words in addresses (e.g. Rd, St, Ave, Dr, Sq, Cres, Pl, Pk)
		Complimentary close (e.g. ffly, sncly)

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills
	3.6 Correct identified typographical errors, errors of agreement and spelling errors	• Correct errors in words in the draft that have been circled: – typographical errors including words containing extra, omitted and transposed letters and extraneous figures/symbols – errors of agreement including those of subject/verb and quantity/noun – spelling errors in words given below including their derivations where marked * e.g. plurals, -ed, -ing, -ment, -tion, -ly, -able, -ible: accommodate* expense* advertise experience* believe* receive* business* recommend* client* separate* definite* through* develop*
	3.7 Make amendments to text as shown in the draft	• Amend text as shown in draft: – deletion with replacement words – deletion without replacement words – follow correction signs: new paragraph ⌐ insertion ⋏ with word(s) above or balloon with arrow e.g.
4. Be able to check documents for accuracy	4.1 Check documents for accuracy, correcting mistakes as necessary	• Use of spellchecker (word processing users) • English spelling, punctuation and grammar • Proofreading skills • Use appropriate correction techniques to ensure work is accurate

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Assessment

Assessment will consist of producing three business documents totalling 300 words and will take the form of a 1 hour 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 10 faults within the time allowed (1 hour).

To achieve a Pass, candidates must produce the documents with no more than 20 faults within the time allowed (1 hour).

Administration Guidance

- 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.

- Candidates **must** carry out their own printing.

- 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.

Guidance on assessment and evidence requirements

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-selanious" 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 compound measurements

- simple or complex numbers including money and times.

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

Errors are divided into 4 categories:

Marking Criteria	Tutor Notes
Section 1 Faults – keying in errors	
One fault will be given for each word* which:	
1.1 contains a character which is incorrect (including upper case character within a word), or is illegible for any reason	• 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. *LaBel* • Candidates may use English and mother tongue dictionaries and spellcheckers where available
1.2 has omitted or additional characters or spaces (including omissions caused by faulty use of correction materials/techniques, e.g. hole in paper)	• A space inserted between a word and its associated punctuation, e.g. *word :* or *word ?* will incur 1 fault per instance • Incorrect or omitted paired punctuation, e.g. brackets, single quotes will incur 1 fault per 'pair', e.g. (Progress Group), ' Progress Group '
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	In continuous text, 1 fault per instance will be incurred for: • more than 3 spaces appearing after a full stop, question mark, exclamation mark or colon • 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 • 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 (¾") to spare (measuring the short line against the longest line in the document)
1.6 contains overtyping	
1.7 does not contain initial capitals: – as presented in the draft – for the first letter of a sentence	• 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 • Failure to insert a capital letter following a penalty for an omitted full stop will not be penalised. • Inserting a capital letter following a penalty for an incorrect full stop will not be penalised

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Marking Criteria	Tutor Notes
Section 2 Faults - omissions and additions	
One fault will be given for:	
2.1 each word which is the wrong word and a word that has been omitted or added	**Letter** • The addresses must appear above the salutation and must be keyed in as draft, including capitalisation • Any style of date is acceptable, with the exception of the American numerical format, e.g. *12/25/2011* as Christmas Day • The date must appear above the salutation of the letter and should have a clear line space above/below. A left- or right-aligned date will be acceptable if the address appears on the right (see 4A) • Dates will not be acceptable in the header/footer details alone • One fault will be incurred for each instance of a missing, incomplete or incorrect date to be inserted on correspondence as per the instructions on the front cover of the question paper • All errors in other dates are penalised per element • 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 or above the first line of the document or below the last line of the document. **Abbreviations** • Abbreviations in handwritten draft should be expanded correctly; failure to do so is penalised 1 fault per abbreviation: co company poss possible Dr Dear ref(s)* reference(s) info information ref(d)* refer(red) necy necessary sec(s) secretary/ies opp(s) opportunity(ies) yr(s) year(s) org(s) organisation(s) yr(s) your(s) * do not expand the *ref* of *Our ref* in the letter heading, if applicable • NB: commonly used abbreviations must be retained, for example, plc, Ltd, Co and & (ampersand) in company names, and etc, e.g., i.e., NB, PS.
2.2 not applicable to this unit	
2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to: – underline text	• Failure to underline words as shown in the draft or underlining which is too short or too long incurs 1 fault. (This is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below) • If page numbers not inserted on continuation sheets, 1 fault maximum is incurred

Marking Criteria	Tutor Notes
Section 3 Faults - transpositions and misplacements	
One fault will be given for each instance of:	
3.1 not applicable to this unit	
3.2 words that are misplaced within text, where there is no instruction	This includes: • words inserted in the wrong order or place in the absence of an instruction e.g. misplaced within text, regardless of the amount of material involved
3.3 failure to paragraph as per draft or as specified by the new paragraph correction sign	

Section 4 Faults – presentation	
No more than one fault per paper for each of the following items:	
4A left and/or top margins of less than 13 mm, or ragged left margin	This includes: • ragged left margin, e.g. additional character spacing at the beginning of a line or paragraph • main headings not keyed in at the left margin, as presented in draft – unless otherwise instructed NB: the first address will be accepted either left-aligned, right-aligned or blocked at the right margin if consistently presented
4B no clear line space before and after separate items within a document	• Failure to leave a clear line space before and after separate items within a document, e.g. before/after headings, between paragraphs
4C not applicable to this unit	
4D not applicable to this unit	
4E not applicable to this unit	
4F not applicable to this unit	
4G work which is creased, torn or dirty (including conspicuous corrections)	• Invigilators should report any machine problems resulting in marks on paper • Invigilators should also report any problems with printers, so as not to disadvantage candidates
4H not applicable to this unit	
4I inconsistent spacing between and within similar items within a document	• 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 • Inconsistent line spacing above and below an item, for example a date, will not be penalised as there is no further instance of dating within the same document for comparison

Marking Criteria	Tutor Notes
4J Use of initial capitals where not presented in draft or: – closed capitals used where not presented in draft – failure to use closed capitals as presented in draft – failure to key in headings with initial capitals and underlined as presented in draft	This includes: • use of initial capitals where initial capitals not presented in draft, e.g. *Sincerely* in complimentary close • closed capitals used where not presented in draft, e.g. *WHITE* instead of *White* • failure to use closed capitals as presented in draft, e.g. *DISEASES* keyed in as *Diseases* • capitalisation faults in postcodes and references Candidates should key in data exactly as shown in the draft (except for circled words with typographical errors, errors of agreement, punctuation and spelling errors) but additional emboldening, italicising or underlining of headings will not be penalised
4K inconsistent use of alternative spellings within a document	• 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. *organize* but *organisation* within the same document
4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document	• Dates must be of consistent style throughout a document. For example, if full style is used such as *12 January 2011*, this style should be used for all subsequent dates within the same document (Please also refer to Section 2.1 Notes above) • Measurements and weights must be used consistently. For example, *5 cm* or *5cm*; *16 kg* or *16kg* • Times must be keyed in consistently within a document. For example 10.30 am and 2.30pm within the same document would incur a penalty. • Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so • Money: there must be no character space between £ and the amount, e.g. *£60* • The display of figures should be an "acceptable system", e.g. – all figures including "1" – all words (but use of words such as *twenty-five* or *twenty five* must be consistent) – *one* as a word, all others as figures – *one* to *nine* or *ten* as words and then *10* or *11* upwards as figures – *one* to *twenty* as words and then *21* upwards as figures • Where dashes or hyphens are used to represent the word "to" (e.g. *15-22* or *15 – 22*) these must be used consistently throughout a document • Telephone numbers must be presented as draft. For example *024 7647 0033* keyed as *02476470033* would incur a penalty. (Please note: an inaccurate telephone number (e.g. *02576470033*) would also be penalised under 1.1/1.2.)

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4M inconsistent use of open or full punctuation within a document	This includes: • a full stop appearing in any abbreviation such as enc, cc, eg, am, when open punctuation has been used • a missing full stop in any abbreviation such as enc., c.c., e.g., a.m., where full punctuation has been used
4N insertion of an additional comma which alters the meaning of a sentence	• 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