

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**LEVEL 2 TEXT PROCESSING  
(BUSINESS PROFESSIONAL)**

Scheme Code: **06978**

**DOCUMENT PRESENTATION**

Question Paper  
Reference: **SPRING 09**

This question paper may be taken within these dates:  
**16 FEBRUARY 2009 – 8 MAY 2009**

**TIME: 1 HOUR 45 MINUTES**

**INSTRUCTIONS TO CANDIDATES**

Please insert your Centre Number, the Scheme Code and the Question Paper Reference on your Unit Submission Folder.

You must use a word processor to complete this examination.

Please insert your Name, Centre Number and Document Number on every page.

Letters must be produced on the OCR supplied letterhead.

You must print all your own work.

Ruling must be carried out by machine.

Complete all documents.

Number second and subsequent pages of a document or as instructed.

Assemble your completed work in the order in which it is presented in this paper and cross through any work which you do not wish to be marked.

**INFORMATION FOR CANDIDATES**

For three of these documents you will be required to retrieve previously stored documents. The filenames for these documents are given to you.

For some documents, you will be required to refer to the Resource Sheets which are provided at the back of this paper.

No amendments may be made to the text after the 1 hour 45 minutes allowed for this examination. Printing may be undertaken outside the 1 hour 45 minutes allowed.

**ADDITIONAL INFORMATION**

Tests taken after 8 May 2009 using this question paper will not be accepted. Candidates should sit this paper only once.

**Credit**

Successful achievement of the live assessment for this unit will award you with 5 credits.

QCA Accreditation Number: Y/501/4232

**H566 SPR09**

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**This document consists of 8 printed pages and 0 blank pages**

## DOCUMENT 1

Recall the display document stored as KENNELS. Amend as shown.  
Save as PKNOTICE. Print one copy.

PRIMROSE KENNELS ← Centre this heading

Insert a picture here, at the right margin

We have a team of 10 handlers. Each dog will receive plenty of one-to-one contact with its handler.

All our staff complete a period of ~~extensive instruction at a nearby centre~~ hands-on training which covers

all aspects of hygiene  
canine first aid  
vaccination control  
administration  
control of medicines  
dog training  
special diets  
caring for dogs with special needs

Insert a full-page fancy border

(\*)

We are very proud of our kennels and our staff. If you would like to see for yourselves, simply drop in at any time between 10.15 am and 5.30 pm. We will be delighted to show you around.

#### Trial Visit

We suggest you bring your dog to spend the day with us. Nearer your holiday, it can then stay overnight. This will also enable us to get to know your dog and to find out about its likes and dislikes.

No prior arrangement required

Move to point marked (\*)

Change the words within the word art to No appointment necessary  
Retain the word art shape. Change the font size to 24

Current record of vaccination needed

Our rates are levied daily, including the day of arrival and the day of departure.

Please visit our website [www.primrosekennels.co.uk](http://www.primrosekennels.co.uk) or telephone us on 01626 232425.

Insert here an unshaded text box with the words

Open from 9.00 am to 6.30 pm seven days a week  
Use a different font style

Change these words to upper case

## DOCUMENT 2

Recall the letterhead stored as GSCLHEAD. Key in this circular letter. Save as MEM1 and print one copy.

Our ref MZ/GSC

Date for month and year only

Dear Customer

Congratulations on achieving our Gold Strike award! We are delighted to offer you membership of our exclusive Gold Strike Club. This offers many advantages and some of these are described in this letter. A discount of 20% is available for you and a party of six guests to enjoy unlimited bowling at certain times of the day.

Emphasise these words

We are also able to give a 10% discount on our popular children's parties. These are available seven days a week between 10.30 am and 6.00 pm. Lanes are reserved for the time you require. Retractable bumpers are provided to stop the ball going down the gutter.

An after-school kids' club is a new service we offer and children of Gold Strike members aged 12 or under can bowl for £1.50 a game.

If you would like to receive membership details of the Gold Strike Club, please send the completed tear-off slip to me or hand it in at Reception next time you bowl.

Yours faithfully

Mariam Zaman  
Membership Secretary

Insert a scissors symbol here, as shown



Please send me details of membership of the Gold Strike Club.

NAME . . . . .  
ADDRESS . . . . .  
TELEPHONE NUMBER . . . . .  
NAMES AND AGES OF CHILDREN . . . . .

[Turn over

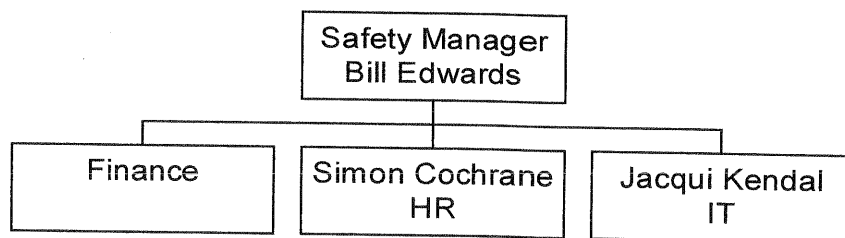
Recall this document stored as SAFETY. Amend as shown. Change to double linespacing, except where indicated. Adjust the top margin to 3 cm and the left margin to 4 cm. Use full justification. Save as SAFETY1 and print one copy.

## FIRE SAFETY

Our new building is now ready for occupation. Some staff have been recruited and are due to start work within the next few weeks. The Maintenance Department is fully operational and is working hard to ensure that all work areas are habitable and safe.

We have now set up a fire safety section which operates within the Maintenance Department and includes fire marshals who represent their departments.

Create and insert the organisation chart shown below



We consulted with the local fire service to ensure that our alarm system and evacuation procedures are appropriate to the circumstances of all our workforce.

## full risk assessment

A ~~very thorough and extensive examination~~ has been carried out and evacuation procedures put in place. A number of practice fire drills will take place within the next few days.

Before these drills take place, it is important that staff become fully conversant with the evacuation procedure and assembly point for their work area. A number of notices have been printed ~~in full colour~~ and displayed in various locations throughout the building.

Change mobile to portable throughout this document

Insert SAFETY<sup>1</sup> © to appear as a footer on every page

There are high quality interlinked smoke alarms that are mains powered but also have a battery back-up. Each of these units contains a fire detector and a warning device as standard.

This paragraph only in single linespacing

In case of fire, a warning system will sound and this will be clearly heard in all areas of the building. We have ensured that distinctive flashing and rotating lights are fitted close to those who are hard of hearing. An emergency lighting system has also been installed.

Fire-fighting equipment is provided for employees' use. Portable extinguishers are divided into five categories. These are water, foam, powder, CO<sub>2</sub> (carbon dioxide) and vaporising liquids including halons.

The most useful form of fire-fighting equipment for general fire risks is the mobile water-type extinguisher. Therefore, at least two of these are provided on each floor.

Inset this paragraph 2.5 cm from left margin

One member of staff from each floor will receive full training on the use of mobile fire extinguishers. We hope eventually to have many other employees trained in their use. We advise employees not to tackle a fire or to try to use extinguishers unless they are competent to do so.

Checks and routine maintenance of all fire safety measures and equipment will be carried out on a regular basis. The fire officer will ensure the reliability and safe operation of all mobile fire extinguishers as well as fire alarms and emergency lighting systems. Any repairs that are necessary will be carried out immediately.

Refer to the Resource Sheet for information required to complete the organisation chart

## PART 1

Create the form shown below. (You will complete the form in Part 2.) Print one copy, clearly showing the ruling. Save as ENQUIRY.

ZOAR LAWN TENNIS CLUB

ENQUIRY FORM

NAME		
ADDRESS		
TELEPHONE NUMBER		
MEMBERSHIP NUMBER		
DATE OF BIRTH		
EMAIL ADDRESS		
ADVISE PRICE AND AVAILABILITY		
CODE	ITEM	COMMENTS
DATE		

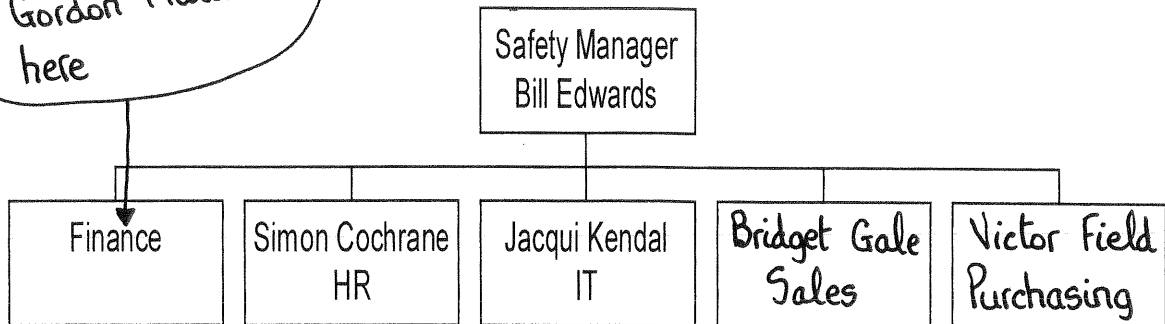
## PART 2

Continue working on the form you saved as ENQUIRY. Complete your form using the information given in the Resource Sheet. Remove all ruling from your form and print one copy. Save as PAMX.

## RESOURCE SHEET – DOCUMENT 3

Complete the organisation chart as shown below

Insert the name  
Gordon Matthews  
here



## RESOURCE SHEET – DOCUMENT 4

## PART 2

This is the information to be used to complete the form you previously saved as ENQUIRY

Miss Pam Xenitellis lives at The Old Cottage 56 The Avenue Blackberry Park Sutton Newton Abbot Devon TQ12 4FY and is enquiring about the price and availability of

- |     |   |  |
|-----|---|--|
| F22 | Royal Barracuda IV ladies' tennis shoes   | Size 5, dark indigo                              |
| S66 | Princess Team Club skirt with built-in under shorts   | Size medium, white                               |
| P19 | Princess Team Club sleeveless polo shirt with ribbed collar and cuffs, and forwarded shoulder seams | Size medium, white with lilac horizontal stripes |
| R33 | Princess Shark tennis racket  | Weight 260g                                      |
| S15 | Wilton ladies' trainer liner socks  | Pack of 3, white                                 |
| S24 | Wilton sneaker balls  | Pack of 2  |

Pam's membership number is 9217, her email address is [pam.xenitellis@akp.co.uk](mailto:pam.xenitellis@akp.co.uk) and her telephone number is 01626 290457. She was born on 15 February 1990.