



Text Processing (Business Professional)

Unit Title:	Word Processing
OCR unit number:	06974
Level:	1
Credit value:	4
Guided learning hours:	40
Unit reference number:	Y/505/7081

Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten draft and recalled text, using a word processor, four routine business documents to a standard that meets the requirements of employment.

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
1 Be able to use a word processor	1.1 Use specified functions of a word processor, including <ul style="list-style-type: none">- open files- save files- setting and adjusting margins- line spacing- alignment, including left and centre alignment and justification- ways of emphasising text- indenting text- cut and paste- perform a word count- inserting pictures- inserting full-page borders- inserting automatic filename and path in the footer area- underlining of text- using strikethrough- spell checking- printing	<ul style="list-style-type: none">• Retrieve pre-stored documents, retaining font style and size• Set margins of at least 13 mm• Adjust left margin• Change line spacing to double/single• Left alignment, including main and subheadings as presented in the draft• Centre one or more lines of text• Change text to full justification• Emphasise text, using bold, italics, underlining, change of font style/size only• Inset text from the left margin• Move a paragraph of text• Use word count facility• Insert a picture, e.g. clip art• Insert a full-page border• Insert an automatic filename and path in the footer area• Create a table• Underline words included in handwritten text in the draft• Use the strikethrough facility• Print documents

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
2 Be able to key in text from handwritten and typewritten drafts	2.1 Key in text, including <ul style="list-style-type: none"> - capitalisation - punctuation 2.2 Key in text to specified layouts including <ul style="list-style-type: none"> - report, article, information sheet - poster, advertisement, notice - table - form 2.3 Key in a table consistently from handwritten draft	<ul style="list-style-type: none"> • Read and transcribe variable quality manuscript • English spelling, punctuation and grammar • Key in a three-column table including text and numbers • Align column headings and data in columns consistently to the left • Rule the table if desired
3 Be able to interpret implied and explicit instructions	3.1 Complete work within set timescales 3.2 Retrieve pre-stored documents or templates 3.3 Use consistent style and presentation, including <ul style="list-style-type: none"> - clear line space before and after separate items in documents - display of date, measurement, weight, time, money, figures, dashes and hyphens - retain font style and size of recalled text - align data on a form to the left 3.4 Comply with instructions for amending business documents, including <ul style="list-style-type: none"> - modify the layout of a table, e.g. change the sequence of columns - complete a form from information given in handwritten draft - insert today's date in the space provided on a form 3.5 Make amendments to text as shown in the draft	<ul style="list-style-type: none"> • Use appropriate stationery, i.e. A4 plain paper with portrait orientation • Retrieve pre-stored files and amend text as shown in the draft, maintaining existing font style and size • Amend text as shown in draft: <ul style="list-style-type: none"> - deletion with replacement words - deletion without replacement words - follow correction signs:

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
4 Be able to check documents for accuracy	4.1 Check documents for accuracy, correcting mistakes as necessary	<ul style="list-style-type: none"> • Use of spellchecker • English spelling, punctuation and grammar • Proofreading skills • Use appropriate correction techniques to ensure work is accurate

Assessment

Assessment will consist of producing four business documents totalling no more than 680 words (325 words to be input by candidates and no more than 355 recalled words) and will take the form of a 1 hour 30 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 3 faults within the time allowed (1 hour 30 minutes).

To achieve a Pass, candidates must produce the documents with no more than 7 faults within the time allowed (1 hour 30 minutes).

Administration guidance

- Word processing equipment **must** be used to complete the examination.
- 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.
- Centres **must not** re-key or amend the pre-stored documents.
- Stationery: A4 plain paper will be required.
- 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.

Guidance on assessment and evidence requirements

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

Candidates must produce four 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
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	<ul style="list-style-type: none"> • 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> • 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)	<ul style="list-style-type: none"> • 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 • 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	

Marking Criteria	Tutor Notes
<p>1.5 has more than 2 character spaces following it, except where appropriate, e.g. before postcode, after punctuation No need for consistency after punctuation.</p>	<p>In continuous text, 1 fault per instance will be incurred for:</p> <ul style="list-style-type: none"> • 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 ($\frac{3}{4}$") to spare (measuring the short line against the longest line in the document) • NB: No penalty will be incurred for inconsistency after punctuation e.g. 1 or 2 spaces inconsistently after a full stop
<p>1.6 contains overtyping, including overtyping of pre-printed material (per entry regardless of the number of words involved) e.g. text cutting through lines on the form</p>	
<p>1.7 does not contain initial capitals as presented in the draft, including the first letter of a sentence and the first letter of a row of text in a table</p>	<ul style="list-style-type: none"> • 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

Section 2 Faults – omissions and additions

One fault will be given for:

<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"> • Failure to delete recalled text and insert replacement words will incur 1 fault for each word that has been omitted or is the wrong word • The unspecified deletion and/or duplication of recalled text will incur 1 fault per word, unless it can be attributed to a vertical or horizontal transposition, deletion without replacement (see 2.2 below), or move • If items to be vertically transposed include an amendment to text (e.g. deletion with replacement words) or a correction sign for insertion of words (e.g. caret sign, balloon or "stet"), 1 fault per word for wrong/omitted words will be incurred under 2.1, in addition to any penalty under 3.1 • Today's date must be inserted on the form, in the appropriate space, unless otherwise instructed • 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 • All errors in other dates are penalised per element
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Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> • Any style of date is acceptable, with the exception of the American numerical format, e.g. 12/25/2011 as Christmas Day <p>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</p>
<p>2.2 each instance of failure to delete recalled text as instructed</p>	<ul style="list-style-type: none"> • Failure to delete recalled text as shown in the draft will incur 1 fault maximum, irrespective of the number of words involved <p>This relates to a deletion where there are no replacement words written above the words crossed through</p>
<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"> – ensure consistent use of font style/size throughout a document – insert an automatic filename and path in the footer area – insert a picture – insert a full-page border – use software facilities to perform a word count – insert the total word count – underline text – carry out an aspect of modification – use the strikethrough facility to show deletion of a word 	<ul style="list-style-type: none"> • Changes made to the font style/size in a document where there is no instruction to do so will incur 1 fault maximum per examination paper • Failure to insert the automatic filename and path, using the specified filename, in the footer area will incur 1 fault max • Both the automatic filename and path must be clearly shown in the footer area; otherwise 1 fault maximum will be incurred • The automatic filename and path may be displayed in all capitals, all lower case, in sentence case or a mixture • Any font style and size may be used in the footer area • Any picture may be used including clipart, from any source but candidates should re-size if necessary to ensure that all the text will fit on to one side of a sheet of A4 paper • The picture may be positioned anywhere across the page but must appear in the correct position vertically • Inserting a border that is not full-page will incur 1 fault • Any style of full-page border may be used • The border must be full-page size and not just around the text – the bottom line of the border must be at the foot of the page, not simply below the text • The word count will be evidenced by candidates keying in the figure below the final line of text • An incorrect word count will incur 1 fault maximum, e.g. candidates perform the word count at the wrong time • An incorrect word count resulting from errors in the text will not be penalised • Failure to underline 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 <u>headings</u> – see 4J below) • Failure to carry out an aspect of modification, e.g. change the sequence of columns in a table, will incur 1 fault

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> • The strikethrough facility must be used to show deletion of the specified word in the form and this may be a single or double strikethrough • If word(s) to be deleted are removed and strikethrough has not been used, 1 fault max will be incurred • The strikethrough may include the oblique stroke • The asterisk (*) adjacent to the words to be deleted and the words ‘*Delete as appropriate using strikethrough’ on the form should not be deleted, but candidates will not be penalised if they delete these words • Omitted or additional ruling in the form will be penalised 1 fault maximum, although additional ruling of the box section will be accepted if this is consistent • No clear line spacing and/or inconsistent line spacing between text and horizontal lines of ruling in the form will be accepted • If page numbers not inserted on continuation sheets, 1 fault maximum is incurred

Section 3 Faults – transpositions and misplacements One fault will be given for each instance of:	
3.1 items not transposed (horizontally or vertically) in accordance with a correction sign	<ul style="list-style-type: none"> • 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 • Omitted or additional text resulting from an attempt at vertical or horizontal transposition of recalled text will be penalised 1 fault maximum
3.2 words that are misplaced within text, where there is no instruction	<ul style="list-style-type: none"> • Data that is entered in the wrong position on the pre-stored form will incur 1 fault per instance
3.3 failure to paragraph as per draft or as specified by a correction sign, e.g. new paragraph or run on	
3.4 failure to move text as instructed	1 fault maximum will be incurred for: <ul style="list-style-type: none"> • failure to move text as instructed • moving the wrong text • copying text rather than moving text • all or part of the moved text that is duplicated or missing

Marking Criteria	Tutor Notes
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	<ul style="list-style-type: none"> • Ragged left margin, e.g. additional character spacing at the beginning of a line or paragraph. • Main and subheadings not keyed in at the left margin, as presented in draft or as recalled – unless otherwise instructed (e.g. centring)
4B no clear line space before and after separate items within a document	<ul style="list-style-type: none"> • Failure to leave a clear line space before and after separate items within a document, e.g. before/after headings, between paragraphs • Where lines of ruling have been inserted in the table, a penalty under 4B will not be incurred for failure to leave a clear line space below the column headings • Where all ruling in the form has been removed, a penalty under 4B will not be incurred for failure to leave a clear line space between items.
4C failure to use line spacing as instructed	<ul style="list-style-type: none"> • Failure to change line spacing as instructed
4D failure to emphasise text as instructed	<ul style="list-style-type: none"> • Emphasis extended beyond the section of text specified • Additional emphasis of text in a document where not requested (except for headings – see 4J below) • Emphasis may be bold, italics, underlining, change of font style/size only • Failure to clearly change the font style or size of specific text as instructed will incur a penalty. Note that if the changes are not clear, e.g. using similar sans serif fonts or changing the font size by one point, a penalty will be incurred
4E not applicable to this unit	
4F failure to centre text as instructed	<ul style="list-style-type: none"> • Failure to centre text as instructed to within 13 mm over the typing line
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> • Invigilators should notify OCR of any machine faults resulting in marks on the paper • Invigilators should also report any problems with printers, so as not to disadvantage candidates
4H incorrect stationery used (i.e. A4 plain paper portrait)	<ul style="list-style-type: none"> • Failure to use OCR templates supplied for the examination • Any amendments to the form template, e.g. altering the width of the columns or deleting main heading(s) • If the “Date” box is deleted
4I inconsistent spacing between and within similar items within a document	<ul style="list-style-type: none"> • 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 an inset portion, will not be penalised as there is no further instance of inseting within the same document for comparison

Marking Criteria	Tutor Notes
<p>4J use of initial capitals where not presented in draft, or closed capitals used where not presented in draft</p> <p>failure to use closed capitals as presented in draft</p> <p>failure to key in headings with initial capitals and underlined as presented in draft</p>	<p>This includes:</p> <p>Use of initial capitals where initial capitals were not presented in draft, e.g. Sincerely in complimentary close</p> <p>closed capitals used where not presented in draft, e.g. White keyed in as WHITE</p> <p>failure to use closed capitals as presented in draft, e.g. DISEASES keyed in as Diseases</p> <p>failure to underline headings, including subheadings, as presented in the draft, e.g. "Miscellaneous Household Items" keyed in as "Miscellaneous Household Items"</p> <p>Capitalisation faults in postcodes</p> <p>Candidates should key in data exactly as shown in the draft but additional emboldening, 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"> 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
<p>4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document</p>	<ul style="list-style-type: none"> 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, including those that appear within recall text, within the same document. (Please also refer to Section 2.1 Notes above) Measurements and weights must be used consistently. For example, <i>5 cm</i> or <i>5cm</i>; <i>16 kg</i> or <i>16kg</i> Times must be keyed in consistently within a document e.g. <i>10.30am</i> and <i>2.30 pm</i> within the same document would incur a penalty. Candidates must ensure that times that they key in are consistent with those that appear in recalled text within a document. Candidates must not change times from 12-hour clock to 24-hour clock or vice versa unless instructed to do so' 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>025 7647 0033</i>) would be penalised under 1.1/1.2.) Money: there must be no character space between £ and the amount, e.g. <i>£60</i>. In columns and tables, consistent spacing between £ and amount would not be penalised The display of figures should be an "acceptable system", e.g. <ul style="list-style-type: none"> all figures including "1" all words (but use of words such as <i>twenty-five</i> or <i>twenty five</i> must be consistent) <i>one</i> as a word, all others as figures

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> – <i>one to nine</i> or <i>ten</i> as words and then <i>10</i> or <i>11</i> upwards as figures – <i>one to twenty</i> as words and then <i>21</i> 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 • Lines of ruling in a table – a candidate opting to use gridlines in a table will incur a penalty only if these result in empty cells NB A row of empty cells below column headings in a table will be penalised
4M inconsistent use of open or full punctuation within a document	<ul style="list-style-type: none"> • Full stop appearing in any abbreviation such as Enc, CC, eg, am, when open punctuation has been used • 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
4O not applicable to this unit	
4P <ul style="list-style-type: none"> • failure to align text and figures in columns to the left consistently • failure to align data vertically with column headings 	This applies to both the table and the form
4S failure to justify text or data as instructed	A penalty will also be incurred: <ul style="list-style-type: none"> • if the right margin is justified but the left margin is ragged
4T failure to adjust margins or line length as instructed	<ul style="list-style-type: none"> • Left margin must be adjusted as instructed, within a 3 mm tolerance • Adjusting other margins as well as or instead of the left margin will incur a fault
4U failure to inset from left margin as instructed	<ul style="list-style-type: none"> • The inset measurement must be exactly as instructed. If extra text has been incorrectly included within the inseting, a penalty will be incurred • Insetting the wrong section of text incurs 1 fault maximum