



# Text Processing (Business Professional)

<b>Unit Title:</b>	<b>Audio-Transcription</b>
OCR unit number:	06976
Level:	2
Credit value:	4
Guided learning hours:	40
Unit reference number:	F/505/7088

## Unit aim

This unit aims to equip candidates with the ability to produce, from recorded speech and information provided on the information sheet, a variety of routine 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 typewriter in combination with audio equipment	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, including decimal alignment of numbers and money and centring of text</li> <li>- ways of emphasising text</li> <li>- page numbering</li> <li>- printing</li> </ul> 1.2 Use functions of audio equipment, including <ul style="list-style-type: none"> <li>- playback</li> <li>- controls</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>• Alignment of decimal points</li> <li>• Centre text, e.g. heading, over the typing line</li> <li>• Emphasise text, using any method, e.g. bold, italics, underlining</li> <li>• Insert page numbers on continuation sheets in any position and any style</li> <li>• Produce printouts or typescripts</li> </ul>
2 Be able to transcribe text from recorded material	2.1 Key in text from recorded material, including <ul style="list-style-type: none"> <li>- capitalisation</li> <li>- punctuation</li> <li>- paragraphing</li> </ul> 2.2 Apply English, spelling, punctuation and grammar 2.3 Key in text to a specified layout from recorded material, including <ul style="list-style-type: none"> <li>- business letter</li> <li>- memo, advertisement or notice</li> <li>- article or report</li> </ul>	<ul style="list-style-type: none"> <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> details keyed in as dictated, including capitalisation and punctuation</li> </ul> </li> <li>• <b>Memo</b> <ul style="list-style-type: none"> <li>- Insert From/To/Ref details as dictated against correct headings</li> </ul> </li> </ul>

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>	<b>Knowledge, understanding and skills</b>
	2.4 Key in a table as dictated	<ul style="list-style-type: none"> <li>• Table               <ul style="list-style-type: none"> <li>- Column headings and text/numbers/sums of money in columns must be consistently aligned to the left</li> <li>- Table may be ruled if desired</li> </ul> </li> </ul>
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 Comply with dictated corrections to text 3.4 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> <li>- number items in a document consistently</li> <li>- align column headings and data in columns to the left</li> </ul> 3.5 Comply with instructions for production of business correspondence, including <ul style="list-style-type: none"> <li>- inserting today's date</li> <li>- indicating enclosure(s)</li> <li>- inserting a special mark</li> <li>- inserting subject headings</li> <li>- producing extra copies</li> <li>- indicating routing</li> </ul> 3.6 Allocate vertical space	<ul style="list-style-type: none"> <li>• Use appropriate stationery or templates as instructed</li> <li>• Retrieve pre-stored templates</li> <li>• Use numbered paragraphs/items in consistent style</li> <li>• Insert headings as dictated</li> <li>• <b>Letter</b> <ul style="list-style-type: none"> <li>- Insert today's date</li> <li>- Insert a special mark, e.g. PERSONAL, URGENT, PRIVATE AND CONFIDENTIAL</li> <li>- Insert a subject heading as dictated</li> <li>- Indicate enclosure(s), as implied in the dictation, using an acceptable convention</li> <li>- Produce extra copies and indicate routing of copies, as dictated</li> </ul> </li> <li>• <b>Memo</b> <ul style="list-style-type: none"> <li>- Insert reference detail as dictated</li> <li>- Insert today's date</li> </ul> </li> <li>• <b>Memo/Advert/Notice</b> <ul style="list-style-type: none"> <li>- Insert headings as dictated</li> <li>- Produce numbered paragraphs or items as instructed</li> <li>- Emphasise text</li> <li>- Centre</li> </ul> </li> <li>• <b>Report/Article</b> <ul style="list-style-type: none"> <li>- Change line spacing</li> <li>- Key in a table</li> <li>- Indicate heading as dictated</li> </ul> </li> <li>• Allocate vertical space of specified size</li> </ul>
4 Be able to incorporate information from another source	4.1 Incorporate information from a separate sheet	<ul style="list-style-type: none"> <li>• Deal with a distraction in the form of additional text to be included in the article/report</li> </ul>

<b>Learning Outcomes</b> <i>The learner will:</i>	<b>Assessment Criteria</b> <i>The learner can:</i>	<b>Knowledge, understanding and skills</b>
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>• Use appropriate correction techniques to ensure work is accurate</li> </ul>

## Assessment

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Assessment will consist of producing three business documents totalling 600 words and will take the form of a 1 hour 30 minute test set and marked by OCR.

In order to subject the candidates to distraction, extra details for Document 3 will be announced by the Invigilator approximately 15-30 minutes after the start of work.

Candidates will be required to work from recorded speech containing interpolations and corrections to produce 3 documents. The dictation will be given by means of a recording played on equipment over which the candidates have individual control.

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 9 faults within the time allowed (1 hour 30 minutes).

## Administration guidance

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- Either a word processor or a typewriter may be used to complete the examination.
- Dictation for Audio-Transcription is recorded and supplied by OCR as mp3 and .wav files on CD-ROM and downloadable from OCR Interchange. The material must be copied onto equipment over which the candidates have individual control.
- 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. 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.
- 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. (Photocopying may be undertaken by an appointed person but routing must be undertaken by the candidate).
- Audio equipment to be supplied by the Centre.

- 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:

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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 : or 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	

Marking criteria	Tutor Notes
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 (3/4") 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	
<p>1.7 does not contain initial capitals:</p> <ul style="list-style-type: none"> <li>- as presented on the information sheet</li> <li>- for the first letter of a sentence</li> </ul>	<ul style="list-style-type: none"> <li>• Candidates should key in text as dictated. One fault per instance will be incurred for each initial capital presented on the information sheet that has been keyed in as a lower case character.</li> <li>• Initial capitals will not be dictated for proper nouns or at the beginning of sentences. One fault per instance will be incurred for each initial capital that has been keyed in as a lower case character for proper nouns or at the beginning of a sentence</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>

<b>Section 2 Faults – omissions and additions</b>	
<b>One fault will be given for:</b>	
2.1 each word which is the wrong word and a word that that has been omitted or added	<ul style="list-style-type: none"> <li>• Any style of <i>Our ref</i> is acceptable, but candidates will incur a fault if they set up their own reference (not as dictated or on the information sheet), or omit the reference, or add their own initials to the reference</li> </ul>
	<ul style="list-style-type: none"> <li>• The reference, date, name and address may be presented in any order but must appear above the salutation and must be keyed in as given on the information sheet, including capitalisation and punctuation</li> <li>• The subject heading must appear somewhere between the letterhead details and the first paragraph of the letter and must be keyed in as dictated</li> <li>• Any style of date is acceptable, with the exception of the American numerical format, e.g. 12/25/2011 as <i>Christmas Day</i></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> </ul>

Marking criteria	Tutor Notes
	<ul style="list-style-type: none"> <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 unless otherwise specified</li> <li>• Where postdating is required, one 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 max 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</li> </ul>
<p>2.2</p> <ul style="list-style-type: none"> <li>- failure to indicate routing as dictated</li> <li>- failure to produce extra copies</li> </ul>	<ul style="list-style-type: none"> <li>• Two extra copies must be produced, either by photocopying, additional printouts or from typewriter memory</li> <li>• Failure to produce extra copies will be penalised 1 fault per copy missing</li> <li>• Errors relating to extra copies, such as errors, omissions in destination details, or incorrect or omitted routing are limited to 2 faults maximum</li> <li>• Copies may be produced on the OCR template or plain A4 paper, if using a typewriter</li> </ul>
<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 subject heading</li> <li>- insert a special mark e.g. Private and Confidential, Urgent</li> <li>- indicate an enclosure</li> <li>- insert page numbers on continuation sheet</li> <li>- indicate additional destination on all copies</li> <li>- indicate routing on appropriate extra copy</li> </ul>	<ul style="list-style-type: none"> <li>• Errors or omission in a subject heading will incur 1 fault max</li> <li>• Errors or omissions in a special mark will incur 1 fault max</li> <li>• Where enclosures are implied, any method of indicating them may be used, e.g. Enc, Att, Encs, Atts. Indications must differentiate between single and multiple enclosures</li> <li>• The indication of an enclosure must appear between the signatory details and the footer</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>• If page numbers not inserted on continuation sheets, 1 fault maximum is incurred</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 max per examination paper</li> <li>• If numbers in a numbered list are omitted, 1 fault maximum is incurred</li> <li>• The destination details must appear on all copies of the letter. In addition, candidates may include 'file' or 'files' as a destination on all, or just the file copy</li> <li>• The destination details must include the word "copy" "cc" or similar – if not, 1 fault will be incurred</li> <li>• If addressee's name is included in destination details, 1 fault max will be incurred</li> <li>• Any method of indication of routing will be accepted, e.g. "tick", special mark or character, emphasis such as bold, underline or use of highlighter pen</li> <li>• Indicate special mark as instructed</li> </ul>

Marking criteria	Tutor Notes
<b>Section 3 Faults – transpositions and misplacements</b> <b>One fault will be given for each instance of:</b>	
3.1 not applicable to this unit	
3.2 words that are misplaced within text, where there is no instruction	This includes: <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>each incorrect insertion of an entry against a pre-printed or template item</li> </ul>
3.3 failure to paragraph as per verbal instruction	

<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 sub-headings not keyed in at the left margin, in the absence of an alternative instruction</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>One-line numbered paragraphs are acceptable in any consistent line spacing, including no clear line spacing</li> </ul> <p>NB: Where letterhead template is centred or right aligned there is no requirement for a clear line space below the letterhead. Where letterhead template is left aligned, a clear line space must be left</p>
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> <li>accept one clear line space after heading before table text in single line spacing</li> <li>accept one, two or three single line spaces after heading, before table text in double line spacing</li> </ul>
4D failure to emphasise text as instructed	<ul style="list-style-type: none"> <li>Emphasis extended beyond the section of text specified</li> <li>Additional emphasis of text in a document where not requested (except for headings – see 4J below)</li> </ul> <p>Emphasis may be bold, italic, underline, change of font style/size only</p>
4E allocation of space not as instructed	
4F failure to centre text or data as instructed	<ul style="list-style-type: none"> <li>Failure to centre text or data as instructed to within 13 mm over the typing line</li> </ul>

Marking criteria	Tutor Notes
4G work which is creased, torn or dirty (including conspicuous corrections)	<ul style="list-style-type: none"> <li>• Errors on copies that did not appear on the top copy will be penalised under 4G</li> <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 template, A4 plain paper)	<ul style="list-style-type: none"> <li>• The first page of a report may be produced on plain or headed paper</li> <li>• Failure to use OCR templates supplied for the examination (tutors may print these for use with typewriters)</li> <li>• Templates, including company information and margins, must not be altered in any way</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> </ul>
4I inconsistent spacing between and within similar items within a document	<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>
4J use of initial capitals where not presented on the information sheet or: <ul style="list-style-type: none"> <li>- closed capitals used where not dictated</li> <li>- failure to use closed capitals as dictated</li> <li>- failure to key in headings with initial capitals and underline as dictated</li> </ul>	<p>This includes:</p> <ul style="list-style-type: none"> <li>• use of initial capitals where initial capitals were not dictated e.g. <i>Sincerely</i> in complimentary close</li> <li>• headings with initial capitals are acceptable as: Facilities in all Conference Rooms, or Facilities In All Conference Rooms</li> <li>• closed capitals where not dictated or presented on the information sheet e.g. <i>White</i> keyed in as <i>WHITE</i></li> <li>• failure to use closed capitals as dictated e.g. <i>DISEASES</i> keyed in as <i>Diseases</i></li> <li>• failure to underline headings, including subheadings, as dictated, e.g. "<u>Miscellaneous Household Items</u>" keyed in as "Miscellaneous Household Items"</li> <li>• capitalisation faults in postcodes</li> <li>• Candidates should key in data exactly as dictated and as given on the information sheet but additional emboldening, italicising or underlining of headings will not be penalised</li> </ul>
4K inconsistent use of alternative spellings within a document	<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>
4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens, lines of ruling within a document	<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>5 cm</i> or <i>5cm</i>; <i>16 kg</i> or <i>16kg</i></li> <li>• Times should be keyed in as dictated. Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so</li> </ul>

Marking criteria	Tutor Notes
	<ul style="list-style-type: none"> <li>• Money: there must be no character space between £ and the amount, e.g. £60. In columns and tables, consistent spacing between £ and amount would not be penalised</li> <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 twenty-five or twenty five must be consistent)one as a word, all others as figures</li> <li>- one to nine or ten as words and the 10 or 11 upwards as figures</li> <li>- one to twenty as words and then 21 upwards as figures</li> </ul> </li> <li>• 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</li> <li>• 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</li> <li>• Where lines of ruling have been inserted, a penalty under 4B will not be incurred for failure to leave a clear line space below the column headings</li> <li>• Any consistent style of numbered paragraphs/items is acceptable e.g. 1 1) 1. or (1)</li> <li>• 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.)</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 enc, cc, eg, am when open punctuation has been used</li> <li>• a missing full stop in any abbreviation such as enc., c.c., e.g., a.m. 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 dictated. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence</li> </ul>
4P <ul style="list-style-type: none"> <li>- failure to align text and figures in columns to the left consistently</li> <li>- failure to align data in columns consistently with column headings</li> </ul>	
4Q failure to align decimal points within a document	<ul style="list-style-type: none"> <li>• Where numbers with decimal points require the alignment of decimal points in columns, the first figure of the longest amount in each column should be left-aligned with the column heading</li> </ul>