

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

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

Scheme Code: **06999**

WORD PROCESSING

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 OCR recalled letterheads.

Insert today's date on letters unless otherwise instructed.

Complete all documents.

Carry out the printing and routing of all documents yourself. You must print all your own work.

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 all of these documents, you will be required to retrieve previously stored documents. The filenames for these documents will be given to you.

Extra copies may be produced as additional printouts or photocopies.

No amendments may be made to the text after the 1 hour 45 minutes allowed for this examination other than to insert characters not available on the keyboard or printer and to route extra copies.

Printing, photocopying and routing may be undertaken outside the 1 hour 45 minutes allowed for this examination.

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: A/501/4224

H562 SPR09

This document consists of 6 printed pages and 2 blank pages

DOCUMENT 1

Recall the Information Sheet stored as WATERS. Amend as shown. Change to double linespacing (except where indicated). Adjust the left margin to 4.5cm and the top margin to 5.5cm. Use full justification. Save as WATERS2 and print one copy.

Scottish canals were not linked to those in England.

This information sheet is to use when preparing the first part of ~~the project~~ ~~your exercise~~ on the British Canal System.

BEGINNINGS

The canal network ^{was developed as a result of} ~~played an important part during~~ the Industrial Revolution. At that time it was important to have a cost-effective and reliable way of transporting heavy commodities such as coal, iron and steel.

→ The canal system grew rapidly and provided a connected network. This served large parts of England and Wales. ←

The barges were pulled by horses. The horses walked along towpaths ^{that had been built} beside the canals.



Page 2 starts here

DEVELOPMENT

The Duke of Bridgewater wanted to transport coal from his mines at Worsley to Manchester and commissioned the construction of the Bridgewater Canal. It opened in 1761 and inspired the building of further canals. [The Bridgewater Canal was unique. Instead of running parallel to the banks of a river, it crossed valleys through tunnels, cuttings and embankments. There was an aqueduct that carried the canal over the River Irwell. This was an unparalleled engineering feat and immediately became a popular attraction.]

This section only in single linespacing

Change barges to boats throughout this document

Insert INLAND WATERWAYS to appear as a header at the left margin on every page

Copy this sentence to point marked

Inset this section 2.5 cm from left margin

IMPORTANCE

Staffordshire pottery manufacturers ^{very quickly became aware of} ~~were the first to realise~~ the advantages that a navigable system of transport brought. One person at the centre of this movement was Josiah Wedgwood.

His china is still manufactured today and is synonymous with quality products. The links provided by the construction of the Trent and Mersey Canal enabled china clay to be transported all the way from Cornwall to his factory in Stoke-on-Trent. Using barges to carry the finished goods reduced breakages.

Page 3 starts here

The canal system in many ways changed the face of transport! It provided employment for manual and skilled workers.

Farmers used the canals to transport livestock to market. Fresh produce was transported around the country. ▲

One horse could pull 30 tons which was nearly ten times more than could be transported by cart. With this increase in supply, the price of goods was reduced substantially.

DECLINE

The popularity of the railways increased in the 19th century. Railways were faster and the canals were used less. It became apparent that using canals for commercial transportation had been superseded.

The canal network faced fierce competition from the powerful railway companies and suffered from a lack of investment. Modernisation never occurred on a large scale in Britain. For various reasons, the size of barges was limited and this ~~in turn~~ restricted the amount of cargo that could be carried.

The canal system gradually declined. By the time of its demise, the network had shrunk to half the size it was at its peak.

It provided a faster communication system for information and news.

Number the pages ensuring that Page 1 is not numbered

Move to point marked

DOCUMENT 2

Recall the poster stored as SHIRES. Amend as shown. Save as SHIRES2. Print a copy in landscape on one sheet of A4 paper.

SHIRE HORSE SHOW

ANNUAL EVENT

in the heart of the countryside

Chippymoor Farm is situated not far from Tiverton. It is a graded visitor attraction and has an impressive record for providing excellent amenities for the disabled. Arrangements are being finalised for the annual show featuring shire horses from many miles away.

The show's popularity increases each year. The organisers are expecting ~~in excess~~ of 100 entrants. There will be several demonstrations during the day. Watch the shire horses in action pulling the dray for the local brewery. Other horses will be taking part in ploughing exhibitions and trade displays.

Insert the picture here stored as HORSE. Change measurement to 5 cm wide with the text wrapped to the right of the picture.

This paragraph only in a larger font size

These magnificent animals have many well-known characteristics.

Work capacity
Docile nature
Dependability
Easy handling
Strength
Stamina

Sort into exact alphabetical order

Centre this section only

There will be a competition for the best presented horse. It is a spectacular sight to see them turned out in their traditional glory.

As an added interest, there will be a display of vintage farm machinery and a guided tour round the farm's working watermill.

On completion, ensure you have saved your work and then use your software facilities to perform a word count. Key in this figure on a separate line below the final line of text.

DOCUMENT 3

Recall the document stored as SKIN. Amend as shown.
Retain the Arial 11 font throughout the document. Save as SKIN2 and print one copy.

ORGANIC SKIN CARE

Our company follows an environmentally friendly policy. The organic products have been very successful since their introduction last year. The range has been extended. New additions to the catalogue are listed below.



Leave a vertical space of at least 9cm here

DESCRIPTION	CODE	DETAILS OF NEW PRODUCTS	
		SIZE OF ITEM	INTRODUCTORY PRICE £
NOURISHING TREATMENTS FOR DRY SKIN			
Cream cleanser with aloe vera	CC944	50 ml	9.99
Exfoliating crystals	EC916	45 ml	11.50
Clarifying toner	CT920	100 ml	8.75
Moisturising day cream	MC96	50 ml	12.50
Night cream for dehydrated skin	NC98	100 ml	16.50
COSMETICS AND OTHER ACCESSORIES			
Retractable lip liner pencil	RL240	28 g	4.99
Light reflecting concealer	LC255	4 g	10.95
Shimmering highlighter	SH24	7 g	6.75
Mascara with spiral applicator	MS232	8 ml	7.50
Revitalising herbal shampoo	RS210	57 ml	7.80
Wet and dry foundation	WF211	8 g	10.75

All products will be dispatched by first-class post. Introduce a friend and benefit from a 10% discount on your next order.

Modify layout so that CODE column becomes the last column.

Please sort INTRODUCTORY PRICE £ column into exact numerical order within each section starting with the lowest number. Ensure all corresponding details are also rearranged.

DOCUMENT 4

Recall the letterhead template stored as FLOWERS and key in the following document. Insert the autotext phrases as indicated. Use Tahoma 12 font style for the letter but do not change the letterheading. Use full justification. Save as FLOWERS2 and print.

Our ref RS/BB4/Comp

Insert Autotext Phrase stored as AD3

I was concerned to read the contents of your letter detailing your complaints. I am sorry that the flowers you ordered failed to arrive on time.

At Progress Flowers Direct we pride ourselves on our efficient service and the high quality of our goods.

I have contacted our dispatch office and have been able to ascertain the following details.

- Your wife's bouquet was sent by courier to arrive on the date you specified.
- The courier van broke down and was delayed for several hours.

I can understand how disappointed you were that the bouquet did not arrive in time for the birthday celebrations.

Thank you for sending photographs of the flowers. They were clearly not up to our normal standard. I have contacted the nursery and have been assured that stringent quality controls are in place.

Insert Autotext Phrase stored as ST2

I am arranging for another bouquet to be sent to your wife together with a voucher for future use.

I appreciate the time you have taken to let me know of the problems. I very much hope that we may continue to supply you in the future.

Yours sincerely

Rosamunde Staniszewski
Quality Officer

Top + 2 please. One
for Joseph McInerney
and one for our files.
Indicate routing.

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