

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

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

Scheme Code: **06976**

**AUDIO-TRANSCRIPTION**

Question Paper  
Reference: **SUMMER 09**

This question paper may be taken within these dates:  
**1 JUNE 2009 – 21 AUGUST 2009**

**TIME: 1 HOUR 30 MINUTES**

Recording Script – not for publication.

**Oxford, Cambridge and RSA Examinations Level 2 Text Processing  
(Business Professional) Audio-Transcription. This is the dictation for the Summer 2009  
examination in Level 2 Audio-Transcription.**

**DOCUMENT 1**

**(Operator: this is a letter to The Planning Manager. The address is on the information sheet. Please take two extra copies. Please type: Our Ref JAB/(oblique)WJM)**

**(Please mark in closed capitals) URGENT**

Dear Sir

**(Heading with initial capitals and underlined) Progress Store Car Park**

We wish to create another entrance **(Operator: correction)** exit to our car park. **(paragraph)**

You may be aware that there is currently only one access and the main road is a potential hazard for all drivers. **(full stop)** The enclosed plan drawn up by our architect shows the suggested new layout. **(full stop)** This indicates a new opening in the south facing perimeter wall. **(paragraph)**

This would give everyone an easier exit. **(full stop)** At present upon leaving the premises they face long queues at busy times. **(full stop)** In order to reduce queuing, **(comma)** those wishing to turn right sometimes turn left instead. **(full stop)** They then go around the island and return. **(full stop)** Our new exit could be constructed to link up to this island if the Highways Department agrees. **(paragraph)**

I spoke to Trevor Wilkins, **(comma)** the Transport Manager, **(comma)** who considered it could be of general benefit. **(paragraph)**

Please give this your consideration and send me any documents you require to be completed.

Yours faithfully

James Barton

Deputy Manager

(Enc)

**(Operator: one copy is for Jim Rayner. Indicate routing.)**

**DOCUMENT 2**

**(Operator: this is a memo from Nelson Sandon to Kathy James). Please use reference NS/(oblique)ACR)**

**(Please centre the following heading in closed capitals) COMPANY OUTING**

At our last social club meeting we agreed to arrange an outing for company employees and partners. **(full stop)** If management agrees a midweek day could be taken without pay or as part of the holiday allocation. **(paragraph)**

The choice of places we can book from our normal coach firm is as follows: **(colon)**

**(Operator: three numbered paragraphs follow:)**

- 1 The Eden Project is a must for those with a love of plants and the domes are well worth seeing. **(paragraph)**
- 2 Chester is a walled city with shops on two storeys **(Operator: correction)** levels. **(full stop)** The city provides an active day for shoppers and historians alike. **(paragraph)**
- 3 A tour of Llandudno can include a trip up the Great Orme. **(full stop)** An alternative is to spend a day by the sea. **(paragraph)**

**(Operator: please emphasise the following sentence:)**

We shall require names so that the correct number of coach seats can be booked. **(full stop)** We could include children during school holidays. **(paragraph)**

Please let me know the feelings of the directors as soon as possible.

**DOCUMENT 3**

**(Operator: this is a report. Please use double linespacing.)**

**(Heading in closed capitals) CHANGES TO MAINTENANCE OPERATIONS**

In order to improve efficiency the present method of requesting repairs of hospital breakdowns will change on **(Operator: this information was given to you earlier) (paragraph)**

**(Operator: please change to single linespacing for the following paragraph.)**

Instead of the normal telephone call to the maintenance office staff each department **(Operator: correction)** section will be required to complete a repair request form. **(full stop)** The forms will produce their own copy which can be kept for records. **(full stop)** We shall then be able to detect the weak areas. **(full stop)** All medical equipment will still be dealt with as a matter of urgency. **(paragraph)**

**(Operator: that is the end of the paragraph in single linespacing)**

The new forms will be circulated in March. **(full stop)** All departments are asked to start the use of this system on first April and to be sure to complete all the boxes. **(full stop) (Operator: please leave a vertical space of at least 50 mm here)**

We have the following items in stock for immediate replacement. **(full stop)** There could be a delay in obtaining other items you require. **(full stop)**

**(Operator: a three column table with headings follows: Column 1 has a longest line of 16 characters, Column 2 has a longest line of 15 characters and Column 3 has a longest line of 8 characters. The three headings are as follows:)**

Reference Number	Item	Quantity
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**(Operator: six lines of information follow)**

C one	clocks	twelve
F two	fans	five
G three	generators	three
L four	light bulbs	fifty
P five	pedal bins <b>(Operator: one moment please)</b>	eight
V six	vacuum cleaners	two

**(Operator: that is the end of the table.)**

As a date will be allocated for each job this system will encourage prompt attention to all breakdowns. **(full stop)** It is hoped that the above will provide a better handling of priorities. **(full stop)** It should cut down constant telephone calls which can hinder completion of a job.

**That is the end of the dictation for the Level 2 Text Processing (Business Professional)  
Summer 2009 examination in Audio-Transcription.**