Text Processing (Business Professional)

Unit Title:	**Text Production – Screen Reader**
OCR unit number:	00004
Level:	1
Credit value:	4
Guided learning hours:	40
Unit reference number:	A/505/7073

Unit aim

This unit aims to equip candidates with the ability to produce, from draft material, a variety of routine business documents to a standard that meets the business document production requirements of employment. Candidates must proofread and edit documents using a screen reader.

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills

1 Be able to use a word processor or typewriter	1.1 Use specified functions of a word processor or typewriter, including
	  - setting margins
	  - line spacing
	  - alignment
	  - ways of emphasising text
	  - underlining text
	  - printing
		• Set margins of at least 13 mm
		• Use and alter line spacing (single/double), as instructed
		• Left alignment, including main and subheadings
		• Emphasise text, as instructed, using bold, italics, underlining, capitals, centring, change of font style/size
		• Underline text as instructed
		• Produce printouts or typescripts

2 Be able to key in and format text from recorded material, using a screen reader	2.1 Key in text from recorded material, using a screen reader, including
	  - capitalisation
	  - punctuation
	  - paragraphing
	
	2.2 Key in text to specified layouts, using a screen reader, including
	  - business letter
	  - menu, notice, advertisement
	  - article, report
		• Use conventional layout and style for business letters
		• English spelling, punctuation and grammar

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills

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 Use consistent style and presentation, including
	  - clear line space before and after separate items in documents
	  - display of date, measurement, weight, time, money, figures, dashes and hyphens
	
	3.4 Comply with instructions for production of letters, including
	  - inserting today's date
	  - indicating enclosure(s)
	
	3.5 Expand specific abbreviations, ensuring correct spellings
	
	3.6 Correct specified errors
	
	3.7 Correctly insert apostrophes
	
	3.8 Apply English spelling, punctuation and grammar
	
	3.9 Make amendments to text
		• Use appropriate stationery or templates as instructed
		• Retrieve pre-stored templates
		• **Letter**
		- *Our ref* and associated details keyed in as instructed, including capitalisation and punctuation
		- Insert today's date
		- Indicate enclosure(s) as instructed
		• Expand abbreviations as instructed, shown in the list below:
		
		approx approximate(ly)
		Ave Avenue
		Cres Crescent
		doc(s) document(s)
		Feb February
		info information
		Jan January
		poss possible
		ref(s)* reference(s)
		temp temporary
		
		*Do not expand *ref* in *Our ref* in the reference
		
		• Correct errors of agreement as identified in the recording, including those of subject/verb and quantity/noun
		• Insert apostrophes as identified in the recording, ensuring these are positioned correctly
		• English spelling, punctuation and grammar
		- Correctly spell words given below including their derivations where marked * e.g. plurals, prefixes (such as un-, in-, dis-, ir-) and suffixes (such as -ed, -ing, -ment, -tion, -ly, -able, -ible, -ence, -ial):
		
		accommodate* expense*
		acknowledge* experience*
		advertise* finance*
		appreciate* govern**
		believe* receipt*

Learning Outcomes *The learner will:*	Assessment Criteria *The learner can:*	Knowledge, understanding and skills
		business* receive* client* recommend* colleague* separate convenient sufficient* correspond* temporary* definite* through develop* • Amend text as instructed: - move word(s) - insert word(s)
4 Be able to incorporate information from another source	4.1 Locate information to extract from a separate source 4.2 Key in extracted text from another source	• Key in a piece of information (e.g. a name or a job title) from a separate recording
5 Be able to check documents for accuracy, using a screen reader	5.1 Check documents for accuracy, correcting mistakes as necessary	• Use of spellchecker (word processor users) • English spelling, punctuation and grammar • Proofreading skills, using a screen reader • Use appropriate correction techniques to ensure work is accurate

Assessment

Assessment will consist of producing three business documents totalling 540 words and will take the form of a 1 hour 50 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 50 minutes).

To achieve a Pass, candidates must produce the documents with no more than 8 faults within the time allowed (1 hour 50 minutes).

Administration guidance

• Either a word processor or a typewriter may be used to complete the examination.

• A screen reader **must** be used to proofread all documents and locate/confirm text amendments.

• 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.

- 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.

- 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 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-selanious" 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	• 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. *LaBel* • 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)	• A space inserted between a word and its associated punctuation, e.g. *word :* or *word ?* 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	
1.5 has more than 2 character spaces following it, except where appropriate, e.g. before postcode, after punctuation	In continuous text, 1 fault per instance will be incurred for: • 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 (¾") to spare (measuring the short line against the longest line in the document)
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	
1.7 does not contain initial capitals: - as instructed - for the first letter of a sentence	• Candidates should key in text as instructed. One fault per instance will be incurred for each initial capital identified 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

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Marking Criteria	Tutor Notes
Section 2 Faults - omissions and additions **One fault will be given for:**	
2.1 each word which is the wrong word and a word that has been omitted or added or not removed as instructed	• *Our ref* and reference details must be keyed in as instructed, including capitalisation and punctuation (do not expand *ref*). Treat the whole reference as one unit for marking purposes. Errors in references incur one fault maximum per document. Candidates will incur one fault if they set up their own reference, or omit the reference, or add their own initials to the reference • In the letter the reference, date, name and address may be presented in any order but must appear above the salutation and must be keyed in as instructed, including capitalisation • Any style of date is acceptable, with the exception of the American numeric format, e.g. *12/25/2011* as Christmas Day • The date must appear below the letterhead and above the salutation of the letter and should have a clear line space above/below • Dates will not be acceptable in the header/footer details alone • One fault will be incurred for each instance of a missing, incomplete or incorrect date to be inserted on correspondence as instructed on the candidate information instructions • All errors in other dates are penalised per element • 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 **Abbreviations** • Abbreviations listed in this unit should be expanded correctly; failure to do so is penalised 1 fault per abbreviation (as shown in section 3 on page 2) NB: commonly used abbreviations must be retained, for example etc, eg, ie, NB, PS, plc, Ltd and & (ampersand) in company names, and etc, eg, ie, NB, PS
2.2 not applicable to this unit	
2.3 omission of implied or explicit instructions (regardless of the number of words involved) for failure to: - indicate an enclosure(s) - underline text	• The indication of an enclosure must appear between the signatory details and the footer • Failure to underline a word or words within the text as instructed 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 headings – see 4J below) • If page numbers not inserted on continuation sheets, 1 fault maximum is incurred

Marking Criteria	Tutor Notes
Section 3 Faults - transpositions and misplacements	
One fault will be given for each instance of:	
3.1 items not transposed horizontally as instructed	• Failure to transpose items horizontally will be penalised 1 fault maximum per instruction in addition to any other errors, e.g. omitted/additional words
3.2 words that are misplaced within text, where there is no instruction	• 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)
3.3 failure to paragraph as specified, e.g. new paragraph	

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	This includes: • 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 unless otherwise instructed (e.g. centring)
4B no clear line space before and after separate items within a document	• Failure to leave a clear line space before and after separate items within a document, e.g. before/after headings, between paragraphs 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
4C failure to use line spacing as instructed	This includes: • failure to change line spacing as instructed
4D failure to emphasise text as instructed	This includes: • emphasis extended beyond the required selection of text specified • additional emphasis of text where not requested (except for headings – see 4J below) Emphasis may be any method such as bold, italic, underline, change of font style/size
4E not applicable to this unit	
4F not applicable to this unit	
4G work which is creased, torn or dirty (including conspicuous corrections)	• Invigilators should report any machine problems resulting in marks on paper • Invigilators should also report any problems with printers, so as not to disadvantage candidates

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Marking Criteria	Tutor Notes
4H incorrect stationery used (i.e. supplied letterhead, A4 plain paper)	• Failure to use OCR templates supplied for the examination (tutors may print these for use with typewriters) • Complimentary close and/or routing details carried on to continuation page without at least two lines of body text will incur 1 fault maximum • Templates, including company information and margins, must not be altered in any way
4I inconsistent spacing between and within similar items within a document	• 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 insetting within the same document for comparison

4J use of initial capitals where not instructed, or:
   -   closed capitals used where not instructed
   -   failure to use closed capitals as instructed
   -   failure to key in headings with initial capitals and underlined as instructed
	This includes:
	• use of initial capitals where initial capitals not instructed, e.g. *Sincerely* in complimentary close
	• closed capitals used where not instructed, e.g. *White* keyed in as *WHITE*
	• failure to use closed capitals as instructed, e.g. *DISEASES* keyed in as *Diseases*
	• failure to underline headings, including subheadings, as instructed, e.g. "<u>Miscellaneous Household Items</u>" keyed in as "Miscellaneous Household Items"
	• capitalisation faults in postcodes
	Candidates should key in data exactly as instructed (except for errors) but additional emboldening, italicising or underlining of headings will not be penalised

4K inconsistent use of alternative spellings within a document	• 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. *organize* but *organisation* within the same document
4L inconsistent display of dates, measurements, weights, times, money, figures, dashes/hyphens	• Dates must be of consistent style throughout a document. For example, if full style is used such as *12 January 2011*, this style should be used for all subsequent dates within the same document. (Please also refer to Section 2.1 Notes above) • Measurements and weights must be used consistently. For example, *5cm* or *5 cm*; *16kg* or *16 kg* • Times must be keyed in consistently within a document. For example 10.30 am and 2.30pm within the same document would incur a penalty

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Marking Criteria	Tutor Notes

	- Candidates should not change times from 12-hour clock to 24-hour clock or vice versa, unless instructed to do so
	- Money: there must be no character space between £ and the amount, e.g. *£60*
	- The display of figures should be an "acceptable system", e.g.
	  - all figures including "1"
	  - all words (but use of words such as *twenty-five* or *twenty five* must be consistent)
	  - *one* as a word, all others as figures
	  - *one* to *nine* or *ten* as words and then *10* or *11* upwards as figures
	  - *one* to *twenty* as words and then *21* 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
	- 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.)

4M inconsistent use of open or full punctuation within a document	This includes: - a full stop appearing in any abbreviation such as enc, cc, eg, am, when open punctuation has been used - a 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 instructed. However, the insertion of an additional comma will only be penalised if this alters the meaning of the sentence