



Text Processing (Business Professional)

Unit Title:	Word Processing
OCR unit number:	06999
Level:	2
Credit value:	5
Guided learning hours:	50
Unit reference number:	T/505/7086

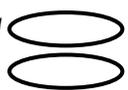
Unit aim

This unit aims to equip candidates with the ability to produce, from handwritten and recalled text using a word processor, a variety of 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 Select and use 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, justification and tab alignment of decimal numbers and money- change font style and size- indenting text- cut, copy and paste- pagination- headers/footers- page numbering- search and replace text- sorting data- underlining of text- format for portrait or landscape- insert, position and manipulate a picture- wrapping text- create tables- recalling AutoText phrases- perform a word count- 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 and top margins• Change line spacing to double/single• Left alignment, including main and subheadings as presented in the draft• Centre text, e.g. heading, line, sentence• Apply and remove full justification• Align decimal points• Emphasise text by changing font and size• Inset text from the left margin• Move and copy text• Insert page breaks• Insert a header or footer in specified position• Insert page numbering on second and subsequent pages• Search and replace• Underline words which will be included in handwritten text in the draft• Create a table, adjust column widths and merge cells• Insert a specified picture and resize the width

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
		<ul style="list-style-type: none"> • Sort data alphabetically, numerically • Recall pre-stored AutoText phrases • Use word count facility • Format page orientation • Print single and multi-page documents, producing additional copies and using portrait and landscape as instructed
<p>2 Be able to key in text from handwritten and typewritten drafts</p>	<p>2.1 Key in text, including</p> <ul style="list-style-type: none"> - capitalisation - punctuation <p>2.2 Key in text to a specified layout including</p> <ul style="list-style-type: none"> - article, information sheet - notice, poster, advertisement - document containing a table - letter inserting AutoText phrases <p>2.3 Key in a table consistently from handwritten draft, including adjusting column widths and merging cells</p>	<ul style="list-style-type: none"> • Read and transcribe variable quality manuscript • English spelling, punctuation and grammar • Key in three-column table with one sub-divided column and multi-line headings • Remove gridlines • Column headings and data in columns must be consistently aligned to the left • Align decimal points with the longest figure, left aligned with the column heading • Table heading, section headings and column headings displayed in all capitals • Use conventional layout and style for business documents • Letter <ul style="list-style-type: none"> - <i>Our ref</i> details keyed in as draft, including capitalisation and punctuation

(Table continued on next page)

Learning Outcomes <i>The learner will:</i>	Assessment Criteria <i>The learner can:</i>	Knowledge, understanding and skills
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 - font style and size of recalled text - display bullet points consistently in recalled and keyed in text 	<ul style="list-style-type: none"> • Use appropriate stationery • Retrieve pre-stored files and amend text as shown in the draft, maintaining existing font style and size • Modify the table, e.g. change the sequence of columns or change the order of sections • Letter <ul style="list-style-type: none"> - Insert today's date - Recall two AutoText phrases - Ensure consistent display of bullet points in recalled and keyed in text - Use specified font and size ensuring consistency - Produce extra copies and indicate routing of copies - Number continuation sheets - Apply or remove justification
	3.4 Comply with instructions for amending business documents <ul style="list-style-type: none"> - modify the layout of a table e.g. change sequence of columns - allocate vertical space 3.5 Comply with instructions for production of letters, including <ul style="list-style-type: none"> - inserting today's date - retrieve AutoText phrases - producing extra copies - indicating routing - use specified font style and size 3.6 Make amendments to text as shown in a draft	<ul style="list-style-type: none"> • Amend text as instructed: <ul style="list-style-type: none"> - deletion with replacement words - deletion without replacement words - follow correction signs: <p> New paragraph [or // Run on ~ Insertion with word(s) above / or balloon with arrow  Transpose horizontally S or balloon with arrow e.g.  Close up C Stet - - - - with (✓) in margin Transpose consecutive items vertically  Leave a space / </p>

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 1020 +/- 20 words (totalling 500 words to be input and 520 +/- 20 words to be recalled) in the time allowed and will take the form of a 1 hour 45 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 4 faults within the time allowed (1 hour 45 minutes).

To achieve a Pass, candidates must produce the documents with no more than 11 faults within the time allowed (1 hour 45 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. This includes a letterhead template. The AutoText phrases are stored within the letterhead template. 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, or letterhead. Centres must check that the AutoText phrases work on their system and if necessary key in the AutoText phrases in the letterhead template file.
- 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)	<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	
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"> • 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)
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 presented in the draft, including the first letter of a sentence and the first letter of a row of text in a table	<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 Likewise • Inserting a capital letter following a penalty for an incorrect full stop will not be penalised

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 (e.g. a word which is crossed out in the draft)	<ul style="list-style-type: none"> • Failure to delete recalled text and insert replacement words will incur 1 fault per wrong word or for each word that has been omitted • 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 (NB see 2.2 below), move or copy • 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 • 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 • Any style of date is acceptable, with the exception of the American numerical format, e.g. 12/25/2011 as Christmas Day • 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 • <i>Our reference</i> details must be keyed in as shown in the draft, including capitalisation and punctuation (do not expand <i>ref</i>). Treat the whole reference as one unit for marking purposes. Errors in references incur 1 fault maximum per document. • Candidates will incur 1 fault if they set up their own reference, or omit the reference or add their own initials to the reference
2.2 each instance of failure to: <ul style="list-style-type: none"> – delete recalled text as instructed – produce an extra copy 	<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 (this relates to a deletion where there are no replacement words written above the words crossed through) • Penalise 1 fault for each copy not produced

Marking Criteria	Tutor Notes
<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"> – recall correct AutoText phrases – ensure consistent use of font style/size throughout a document – change the font style/size as instructed – display bullet points consistently – insert a header/footer – number pages as specified – carry out an aspect of modification as instructed – insert and resize a picture as instructed – wrap text left/right of picture – underline text – indicate additional destination on all copies – indicate routing on appropriate extra copy – insert the total word count – column headings in table as copy – merge cells over sub-divided columns 	<ul style="list-style-type: none"> • Failure to recall each correct AutoText phrase or for each phrase not recalled in full 1 fault per phrase • Duplication of any part of a phrase penalise 1 fault maximum per phrase • 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 use a specified font style/size as instructed will incur 1 fault maximum per document • Failure to display bullet points consistently within a document 1 fault maximum (e.g. variable style, spacing) • Failure to insert a header/footer as instructed in the specified position incurs 1 fault maximum (including keying errors). Capitalisation faults may be penalised under 4J (see below) in addition. Headers/footers may appear within the top/bottom margin allowance • Any font style and size may be used in the header/footer area • Unrequested headers/footers e.g. DRAFT COPY incur 1 fault maximum • Candidates will not be penalised for putting their personal details in the header/footer • Failure to insert page numbers as instructed incurs 1 fault maximum • Insertion of page numbers on single-page documents incurs 1 fault maximum • Failure to insert page numbers on continuation sheets, 1 fault maximum is incurred • Page numbers may appear in any position and may be any style but must appear once only on each page of a document • Errors and omissions related to page numbers are limited to 1 fault maximum per examination paper • Failure to carry out an aspect of modification, e.g. change the sequence of columns in a table or change the sequence of sections in a table, not replacing the specified word in the search and replace, not inserting specified page breaks will incur 1 fault maximum irrespective of the number of words for failure to carry out each modification • The word used in search and replace will be keyed in consistently, e.g. SHARE, Share, share • Failure to insert the correct picture and/or re-size as instructed will incur 3 faults maximum – 1 each for failure to insert the picture in the correct place, size and wrap picture as instructed. Measurements of the picture must be accurate within a 1 mm tolerance

Marking Criteria	Tutor Notes
	<ul style="list-style-type: none"> • Failure to underline a word or words within the text or underlining is too short or too long as shown in the draft incurs 1 fault (this is not treated as presentation which relates to the underlining of <u>headings</u> – see 4J below.) • Failure to insert the destination details on the extra copies. In addition, candidates may include the words ‘file’ or ‘files’ as a destination on all, or just the file copy • Errors, omissions etc relating to extra copies, destination details and routing will be penalised as 2 faults maximum • The destination details must include the word “copy”, “cc” or similar – if not, 1 fault will be incurred • If addressee’s name is included in destination details, 1 fault maximum will be incurred Any method of indication of routing will be accepted • 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 remove gridlines will incur 1 fault • Adjust table column widths to ensure text is displayed on one line – wrapping text will incur 1 fault maximum • Heading over two sub-divided columns must span over the second sub-column • Section headings must be displayed as copy

Section 3 Faults - transpositions and misplacements	
One fault will be given for each instance of:	
<p>3.1 items not transposed (horizontally or vertically) in accordance with a correction sign</p>	<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 • Where vertically transposed text includes 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 the penalty under 3.1 • 1 fault maximum will be incurred where all or part of the text transposed is duplicated or missing
<p>3.2 words that are misplaced within text, where there is no instruction</p>	

Marking Criteria	Tutor Notes
3.3 failure to paragraph as per draft or as specified by a correction sign, e.g. new paragraph or run on	
3.4 a list of items not sorted as instructed	<ul style="list-style-type: none"> • Failure to sort a list as instructed will incur 1 fault maximum. Any omitted, additional or incorrect words will be penalised 1 fault per word under 2.1 • Failure to ensure that corresponding details are correctly rearranged in the table sort will incur 1 fault maximum
3.5 failure to copy text as instructed	<p>1 fault maximum will be incurred for:</p> <ul style="list-style-type: none"> • failure to copy text within a document as instructed • copying the wrong text • moving the text rather than copying text
3.6 failure to move text as instructed	<p>1 fault maximum will be incurred for:</p> <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 text moved is duplicated or missing

Section 4 Faults – presentation	
No more than one fault per paper for each of the following items:	
4A left and 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 – unless otherwise instructed (e.g. centring) or recalled • Section headings in table must appear as draft • The table may be inset from left margin but if table extends into the left margin resulting in an irregular left margin with text above/below table a fault will be incurred
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, before/ after a series of bullet points • 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	<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, italic, underline, change of font style/size only
4E allocation of space not as instructed	<ul style="list-style-type: none"> • Failure to leave the minimum vertical space specified will incur a penalty

Marking Criteria	Tutor Notes
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 must 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 (e.g. letterhead, A4 plain paper, portrait/landscape)	<ul style="list-style-type: none"> Failure to use OCR templates supplied for the examination Failure to print in landscape where requested Failure to produce continuation sheets on plain paper Failure to produce on one side of A4 when specifically instructed Complimentary close and/or routing details carried on to continuation page without at least two lines of body text will incur 1 fault maximum Page 1 of a report may be produced on plain or headed paper Templates, including company information and margins, must not be altered in any way
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
<p>4J use of initial capitals where not presented in draft, or</p> <ul style="list-style-type: none"> – closed capitals used where not presented in draft, – failure to use closed capitals as presented in draft, – failure to key in headings with initial capitals and underlined as presented in draft – failure to follow capitalisation in headers and footers as presented in draft (see also 2.3) 	<p>This includes:</p> <ul style="list-style-type: none"> use of initial capitals where initial capitals were not presented in draft, e.g. <i>Sincerely</i> in complimentary close closed capitals used where not presented in draft, e.g. <i>White</i> keyed in as <i>WHITE</i> failure to use closed capitals as presented in draft, e.g. <i>DISEASES</i> keyed in as <i>Diseases</i> failure to underline headings, including subheadings, as presented in the draft, e.g. "<u>Miscellaneous Household Items</u>" keyed in as "Miscellaneous Household Items" or keyed in as "Miscellaneous household items" capitalisation faults in postcodes candidates should key in data exactly as shown in the draft but additional emboldening, italicising or underlining of headings will not be penalised
4K inconsistent use of alternative spellings within a document	<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

Marking Criteria	Tutor Notes
<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 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.' • 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 • Figures with multiple digits can be keyed in with or without a comma, e.g. <i>10,000</i> or <i>10000</i>. Inconsistency will 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 – <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. <i>15-22</i> or <i>15 – 22</i>) these must be used consistently throughout a document • 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>02576470033</i>) would also be penalised under 1.1/1.2.)
<p>4M inconsistent use of open or full punctuation within a document</p>	<ul style="list-style-type: none"> • 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
<p>4N insertion of an additional comma which alters the meaning of a sentence</p>	<ul style="list-style-type: none"> • 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

Marking Criteria	Tutor Notes
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 in columns consistently with column headings 	
4Q failure to align the decimal points in column of numbers	<ul style="list-style-type: none"> • 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
4R not applicable to this unit	
4S failure to justify text or data as instructed	A penalty will be incurred: <ul style="list-style-type: none"> • where right margin justification requested but left margin is ragged • if justification is lost on last line of page • if justification used when a right ragged margin is requested
4T failure to adjust margins or line length as instructed	<ul style="list-style-type: none"> • Left and top margin must be adjusted as instructed, within a 3 mm tolerance • Adjusting other margins as well as or instead of the left or top margin will incur 1 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 • Inseting the wrong section of text incurs 1 fault maximum