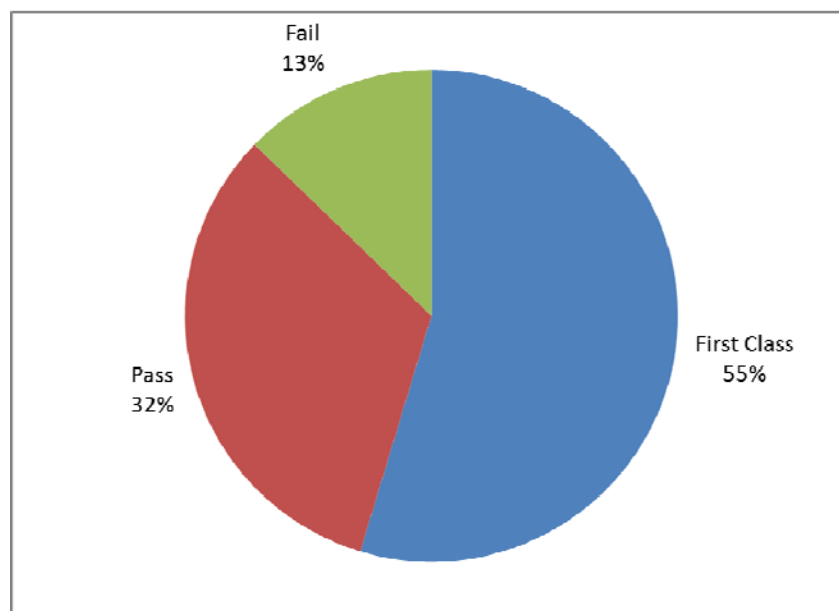


8972 Typewriting

General Observations

The majority of candidates have been well prepared and have completed the papers correctly by following instructions. The majority of candidates continue to achieve a First Class pass at Elementary and the percentage number of candidates achieving a First Class pass at all levels has increased this year. The percentage numbers failing at all levels has fallen which would indicate that candidates have been better prepared at each level than they have in the previous series.

Elementary



Overall Performance

Although the percentage number of candidates who achieved a Pass grade at this level has decreased by 5% since 2010, the percentage number of First Class passes has increased by 6%. Over half (55%) of candidates who entered at this level achieved a First Class pass. The percentage number of candidates who failed also decreased by 1%.

Areas of good performance

The majority of candidates who entered at this level completed all 5 tasks within the set time indicating they had an appropriate typing speed for the examination. The overall performance by candidates was very good. Documents were well

presented with consistent line spacing, good display of tables and correct layout of letters and memos. Most candidates followed instructions correctly and proof read their work to ensure it was accurate.

Areas for development

Candidates who failed did so mainly due to not following instructions carefully, for example, not using correct line spacing or failure to insert dates/references or subject headings. However, where candidates were not successful this was mainly due to the standard of accuracy. Some candidates missed out words completely, rather than following the text exactly. Some candidates would benefit from further typing speed practice so they are able to complete the tasks with sufficient time left to be able to proof-read their work and correct errors before submission. Candidates should be made aware of the range of display techniques that could be used to enhance their work rather than relying solely on the use of capital letters.

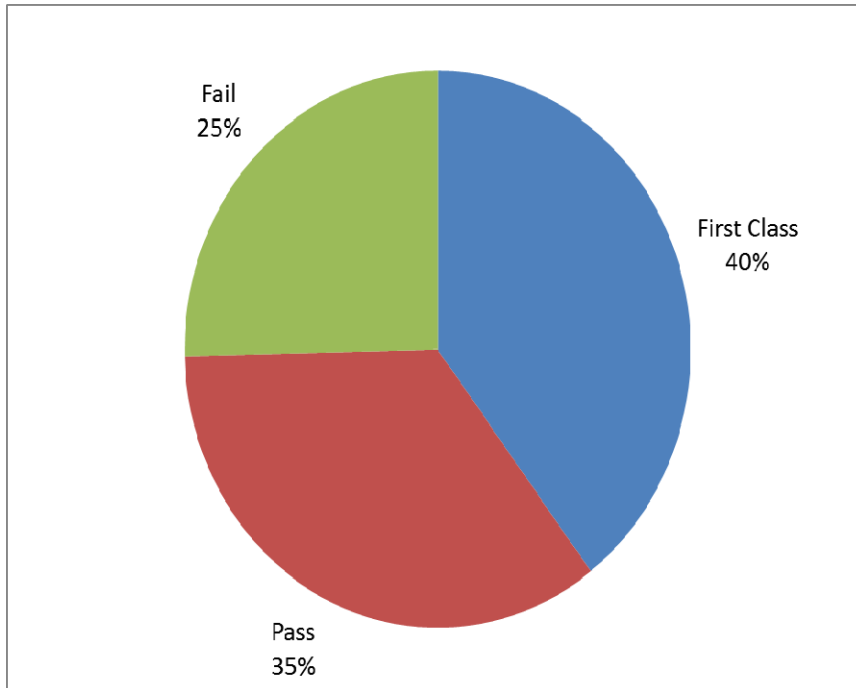
Recommendations

As is recommended each year in this report, it is important that candidates are well-prepared before being entered for the examination. Tutors should ensure that adequate timed exercises and past papers are attempted before taking the examination. It should be stressed to candidates the importance of following instructions and proof-reading/checking work for accuracy before submission.

Tips

- Use a transparent ruler as a guide when copying text to help guide the eye
- Ensure every document is proof read carefully
- Follow all instructions
- Display table as shown – line up columns
- Do not overtype when making corrections
- Follow the copy exactly – do not add your own words

Intermediate



Overall Performance

At Intermediate level, the majority of candidates were successful and the overall performance has improved. The number of First Class passes has increased by 10%. However, the number of Pass grades has decreased by 1%. The number of candidates who failed has fallen to 25%, a reduction of 9% on last year's figures. This would seem to indicate that candidates are being better prepared for the examination.

Areas of good performance

The majority of candidates completed all 5 tasks within the set time indicating they had an appropriate typing speed for this level. Those who achieved a Pass or First Class Pass had proof-read their work for accuracy and had followed instructions correctly. Letters, memos and display tasks were appropriately laid out. The candidate attempts at the proof reading task has improved from previous years with candidates now circling the errors and completing the typed version of the task.

Areas for development

Where candidates did not achieve at this level they had incurred penalties through not following instructions or proof-reading thoroughly, omitting the date or enclosure in the letter or poor display of the table. Although most candidates identified the majority of errors in the proof reading task, where words are repeated (at the end and beginning of lines) these were not always identified. Also words where letters are repeated within the word were often missed.

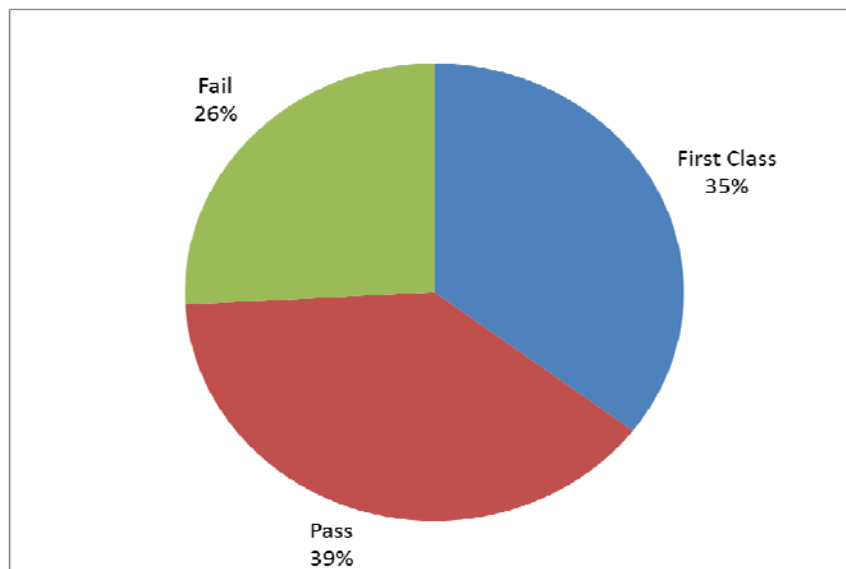
Recommendations

Tutors should ensure that adequate practice timed exercises and past papers are attempted before sitting the examination to ensure that candidates are well-prepared before entering the examination. It should be stressed to candidates the importance of reading and following instructions and proof-reading/checking work for accuracy.

Tips

- Ensure work is proof-read
- Follow all instructions eg line spacing, spaced capitals, centring, sorting
- Display table as shown with accurate ruling
- Measure vertical spacing
- Include date and enc (if appropriate) in letter
- Circle the errors in the proof reading task
- Type the printed version of Task 5
- Do not overtype corrections
- Use a transparent ruler when copy typing

Advanced



Overall Performance

At Advanced level the trend has been the same as at Elementary and Intermediate levels in that the percentage number of people achieving the qualification has increased. The percentage number of First Class passes has increased by 2% and the percentage number of candidates failing the qualification has reduced by 4%. The percentage number of candidates achieving a Pass grade has increased by 2% since 2010. This would seem to indicate that candidates have been better prepared for the examination for this series.

Areas of good performance

Most candidates completed all 6 tasks within the set time. Those candidates achieving a Pass/First Class Pass had proof-read their work checking for accuracy including typographical and grammatical errors. Instructions have been followed and candidates have demonstrated good presentation skills including the use of consistent line spacing, correct display of letters/memos and tables, correct application of spaced/closed capitals, correct display of different types of headings and expansion of abbreviations. As well as being areas of good performance, these were also areas that resulted in candidates not achieving.

Areas for development

Where candidates did not achieve at this level they had incurred penalties for not following instructions or proof-reading thoroughly. Where candidates did not achieve this was as a result of using incorrect/inconsistent line spacing, not sorting items as indicated, omission or incorrect spaced/closed capitals or not producing a typed version of Task 6. Some candidates appear to be unfamiliar with different types of headings eg shoulder/paragraph headings and the correct use of the asterisk. Within the document there should be no space after the word and before the asterisk. In the footnote there should be one space after the asterisk and before the text.

Recommendations

As with all levels of the qualification, it is important that candidates are well-prepared by undertaking timed practice papers. It is also recommended that tutors ensure candidates are aware of the recommendations and tips presented in the Elementary and Intermediate sections of the report.

Tips

- Ensure work is proof-read
- Follow all instructions eg line spacing, spaced capitals, vertical space
- Know your headings - shoulder and paragraph headings
- Display the table as shown with correct ruling
- Ensure ruling is complete and does not overlap text
- Line up columns in tables
- Ensure vertical space is as specified in the paper
- Include dates in letters and memos
- Indicate enclosures where appropriate
- Include the typed version of Task 6
- Do not overtype – make corrections