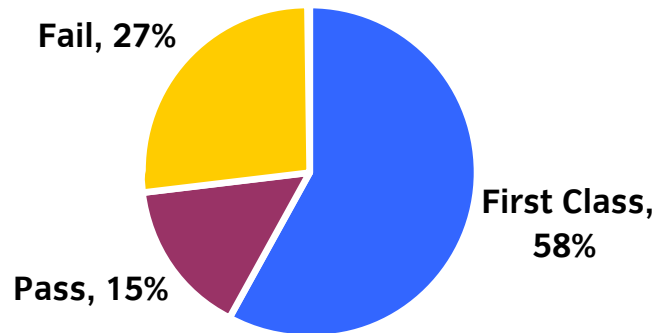


8975 Word Processing Techniques – Essential

General Observations

The range of results is similar to 2007 with the same percentage of candidates achieving First Class pass.



Areas of good performance

The majority of candidates entered at this level are well-prepared and are able to complete the four tasks to a good standard of accuracy and presentation in the time allowed. Candidates also showed the ability to follow instructions correctly.

Areas for development

The areas for development continue to be the same as previous years. Candidates continue to be unfamiliar with the difference between serif and sans serif fonts. Instructions to underscore are not always carried out correctly. Candidates need to develop proof reading skills as errors are not always identified. Many candidates do not know where spacing is required when using a dash or hyphen. The form task does cause some candidates problems and is not always presented as well as it needs to be with insertion points not being deleted and inconsistent spacing between the items.

Recommendations

Candidates should complete a number of practise papers to an acceptable standard before taking the examination. Candidates should be encouraged to read instructions carefully and learn the meaning of the different correction signs used in the papers. It is important that Tutors make candidates aware of the difference between Serif and Sans Serif fonts, hyphens and dashes and the importance of proof reading.

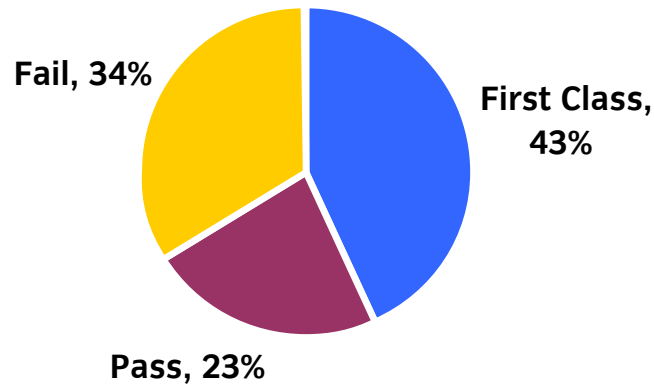
Tips

- Make sure you proof-read your work thoroughly
- Follow instructions carefully
- Know the difference between a **hyphen** and a **dash**
- Recognise the difference between a **Serif** and **Sans-Serif** font

8975 Word Processing Techniques – Intermediate

General Observations

The range of results is similar to 2007. However the number of First Class passes has again fallen by 2% and the number of candidates failing at this level has increased by 1%.



Areas of good performance

Most candidates are well prepared for this qualification. The standard of accuracy and proof-reading continues to improve and is generally good at this level with most candidates completing all tasks within the given time. Candidates that pass at this level have followed instructions carefully and have produced work that is well laid out to a very high standard.

Areas for development

At this level, the areas for improvement continue to be the same as in previous years. For candidates who have not achieved, this is usually as a result of poor proof-reading and failure to follow the instructions. Candidates continue to confuse the instructions to 'Copy' and to 'Move' and they continue to misunderstand a hyphen and a dash. Many candidates at this level have little understanding of the control of margins especially when changing the page orientation to landscape where marks are often lost for incorrect margins. Expansion of abbreviations is not always accurate.

Recommendations

Candidates should complete a number of practise papers in preparation for the examination and should not be entered for the examination until they can produce work of the required standard. Candidates should be made aware of margin controls including paragraph justification and how changes in page orientation can affect which margins becomes the top and bottom margins and which become the left and right margins.

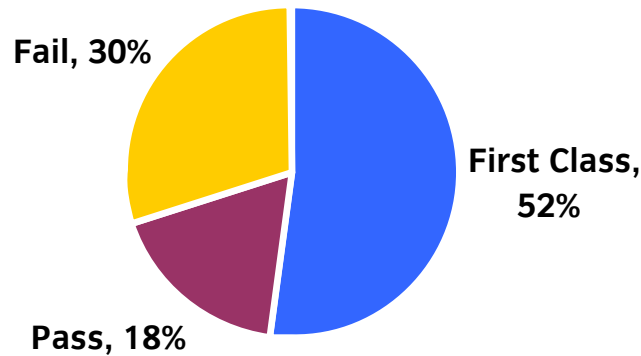
Tips

- Spell check and proof-read your work before printing
- Know the difference between **copy** and **move**
- Know the difference between a **hyphen** and a **dash**
- Know the difference between justified and ragged right margins
- Make sure you indicate the Enc if required
- Include the date on all letters and memos

8975 Word Processing Techniques – Advanced

General Observations

There has been a 12% increase in the number of candidates achieving a First Class pass at this level. The number of candidates failing has reduced by 3%.



Areas of good performance

Most candidates are completing this paper within the given time and to a high standard. Candidates are following instructions, producing the merged letter and checking and correcting errors.

Areas for development

The areas for development are the same as in previous years. Those candidates who do not achieve continue to make the same mistakes evident at the lower levels of not knowing the difference between **copy** and **move**, a **hyphen** and a **dash** and **Serif** and **Sans-Serif** font. Spacing between border and text or spacing between paragraphs is often not as instructed.

Recommendations

Candidates need to practise speed, accuracy and presentation skills before being entered for this examination. Practising with past papers will help candidates improve their word processing skills. Candidates must learn to read through the examination papers and to follow instructions.

Tips

- Ensure consistency in displaying numbers/words
- Remember to print a copy of the data file
- Remember to add the date to letters
- Follow **all** instructions (highlight instructions on the paper)
- Proof-read and spell check all tasks
- Position and re-size graphics as instructed