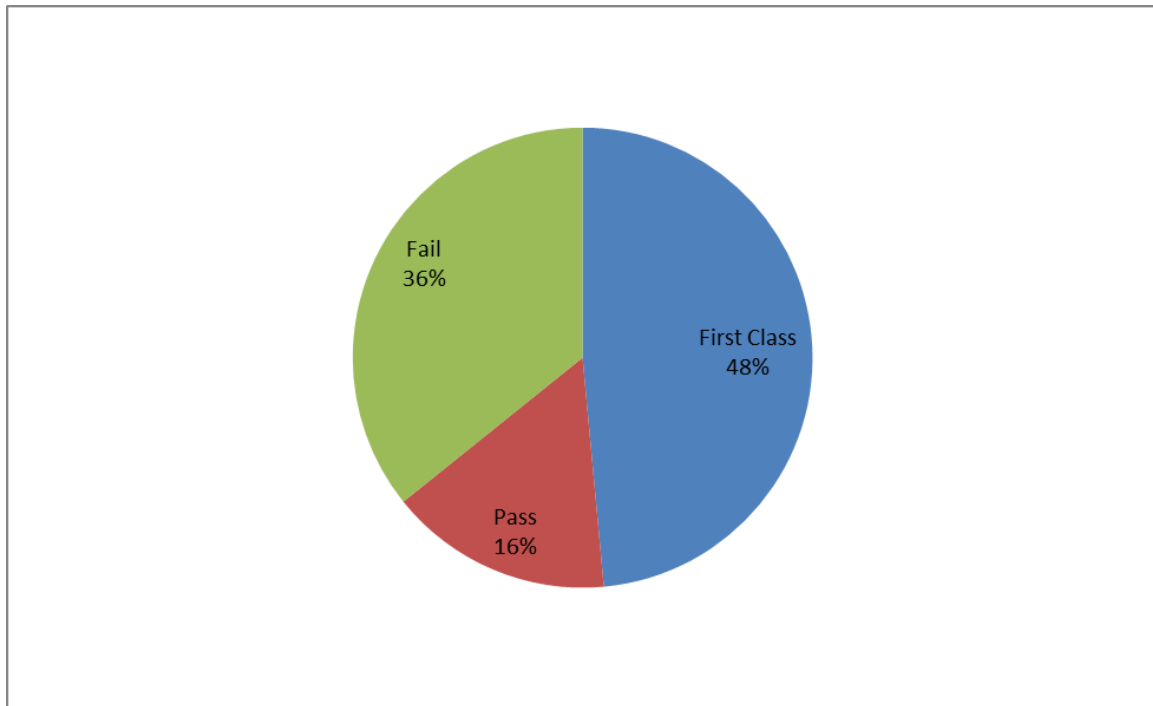


8975 Word Processing Techniques

Essential



General Observations

The results for 2010 are disappointing compared to those in 2009. The percentage number of candidates awarded a First Class pass for 2010 has fallen by 12% since 2009 and the number of candidates failing has increased by 11%. The percentage of candidates achieving a Pass grade has increased by 1% since 2009.

Areas of good performance

The majority of candidates entered at this level were able to complete all 4 tasks within the set time which would indicate that they have an appropriate typing speed for this level. Some centres have prepared candidates well for this qualification and candidates are submitting work of a very good standard with many obtaining First Class pass. There was a good standard of accuracy and presentation of documents. Candidates were able to recognise all printer correction signs and follow instructions making corrections to layout, spelling and grammar. This would indicate that proof reading skills have improved.

Areas for development

Where candidates have not achieved at this level it has often been as a result of receiving penalties for not following instructions correctly or lack of proof reading documents. Candidates should read instructions carefully with regard to line spacing, justification and changing font style and size. They should follow the copy with regard to initial capitals and word endings eg type/types/typed which often results in several accuracy errors..

Candidates should be aware that the text presented in the question paper as handwritten text should be entered in the same font style and size as the existing text. Some candidates enter this text in bold or in a handwriting font.

Candidates should also be aware that when completing the form they must delete the numbered enter points. They should only delete the enter points and no other part of the document should be amended or deleted. The spacing between each entry should be consistent and the start point for each entry should be at a consistent tab stop.

Candidates continue not know the difference between serif and sans serif fonts. They also do not recognise the difference between a dash and a hyphen and the spacing to be applied.

In letters candidates often omit the date.

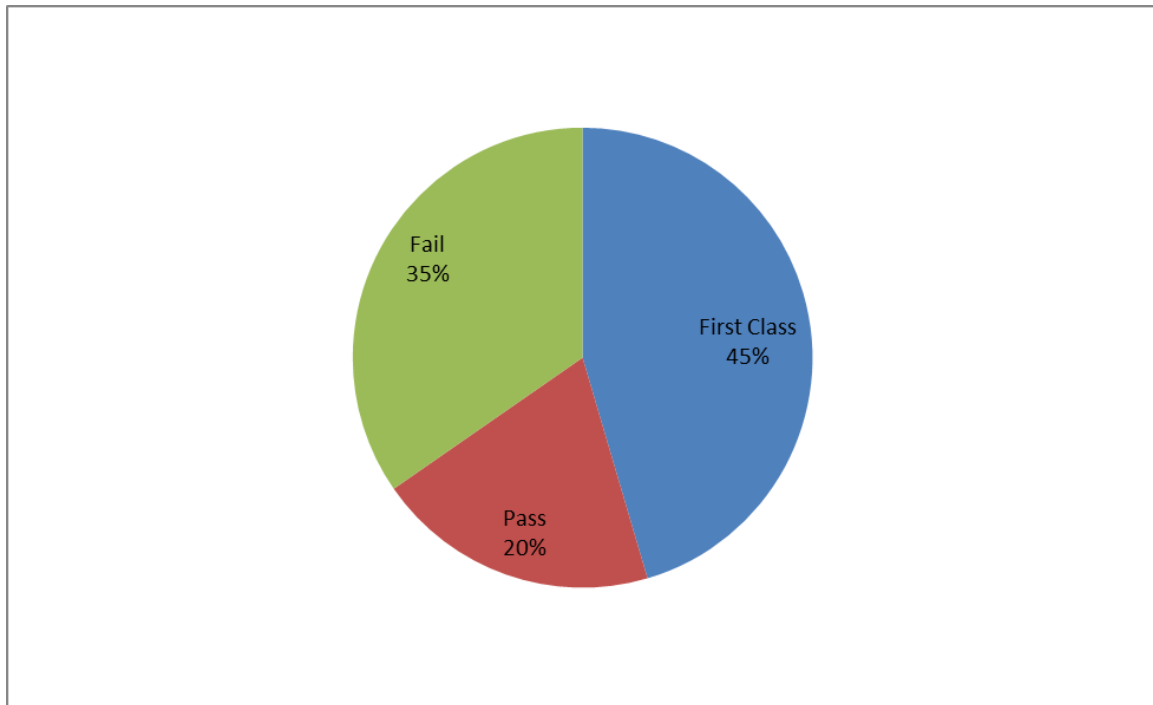
Recommendations

It is important that candidates are well-prepared before being entered for this examination by completing timed exercises and past papers. It should be stressed to candidates the importance of carefully reading and following all instructions and checking their work for accuracy. Candidates should be familiar with all correction signs used and understand the difference between u/c and u/s. They should also know the correct word when expanding abbreviations.

Tips

- Give proof reading exercises
- Ensure candidates know the abbreviations list
- Encourage candidates to identify their own mistakes
- Vocabulary exercises could help candidates become familiar with terms used in examination papers
- Encourage the use of spell checking facilities
- Ensure candidates know the difference between
 - Serif and Sans Serif fonts
 - a dash and a hyphen
 - u/c and u/s
 - a ragged and justified right margin

Intermediate



General Observations

The range of results is similar to 2009. Overall the percentage number of candidates achieving at this level has improved slightly by 2%. There has been a 6% increase in the number of First Class passes in 2010 and the number of candidates failing has fallen by 3%. However, the percentage number of candidates achieving a Pass grade has fallen by 3%

Areas of good performance

Most candidates are well prepared for this examination completing the tasks within the set time. Those candidates who achieved the qualification had a good standard of accuracy and presentation skills and showed an ability to follow the instructions correctly, particularly in numbering of pages and use of search and replace facilities. The accuracy of the scripts would indicate improved, proof reading and interpretation of instructions.

Areas for development

Candidates who did not achieve this qualification incurred penalties as a result of poor proof reading and for not following instructions carefully. Completing the letters from standard paragraphs is often completed poorly as candidates leave in the insertion point characters and do not leave consistent spacing between paragraphs. Candidates must insert dates in letters and documents as instructed

and they should read the paragraphs to determine if they need to indicate an enclosure. Candidates often do not carry out instructions accurately, for example with regard to spacing, justification, changing font styles/sizes. Some candidates confuse the instructions to move and copy text. Candidates should also ensure that the spacing of the document is consistent after moving or copying text.

Candidates at this level have more text to enter than at Essential level and often miss words when copying the text as they 'skip' from a word on one line to a similar word on a line further down in the text. It is important that documents are proof read carefully to ensure all text has been inserted. Virtually no scripts are now received that contain no accuracy errors.

Some candidates do not leave the required amount of space for the headed paper and few candidates are able to change the margins accurately, particularly in landscape format. The task which requires a document to be presented in landscape layout is the most problematic for candidates.

Recommendations

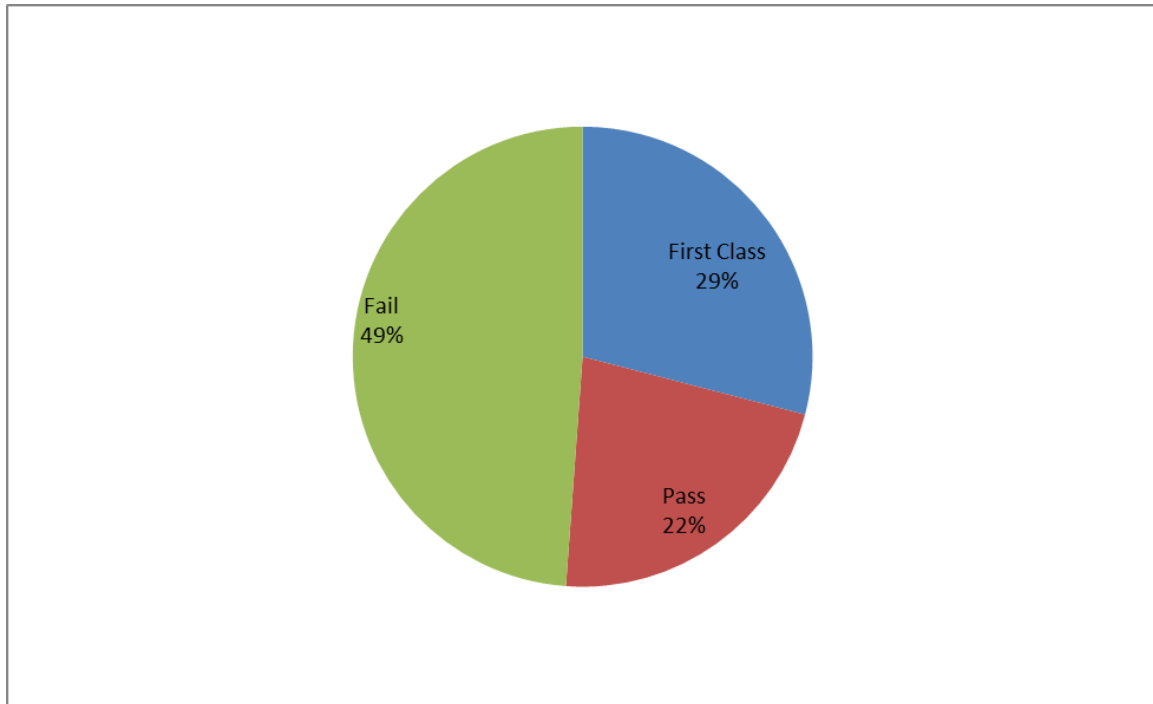
It is important that candidates are well-prepared before being entered for this examination by completing timed exercises and past papers. Candidates should be aware of the meaning of correction signs used in the papers, the abbreviations used and the correct expansion of these words. The importance of presentation should be emphasised to candidates including margins, line spacing and consistency of spacing particularly before and after a move, copy or deletion of text. Candidates should be taught how to proof read their documents thoroughly and to ensure that all instructions are followed. Instructions are often not all carried out where there may be several instructions given eg an instruction for a heading to change case, font style, font size and alignment. One or more of these instructions are often not carried out.

Tips

- Encourage candidates to 'cross off' each instruction on the paper as they complete it
- Practice completing documents in landscape layout and changing margin settings
- Emphasise the need for consistent spacing before and after move, copy and deletion of text
- Ensure candidates indicate enclosures where appropriate

Tips in the Essential level qualification report are also relevant at this level.

Advanced



General Observations

It is disappointing to see that there has been a 7% increase in the percentage number of candidates failing at this level. Almost half of the candidates (49%) have not reached the required standard. The percentage number of candidates achieving a First Class pass has fallen by 7%. This would indicate that candidates are not as well prepared for this level of the qualification, The percentage number of candidates achieving a Pass grade has remained the same as in 2009 at 22%.

Areas of good performance

Those candidates who achieved this qualification completed all tasks within the set time. These candidates have been well prepared for the examination. Good performance included a high degree of accuracy and work being presented to a high standard. Those achieving a First Class pass have proof read their work checking for accuracy and ensuring that instructions had been followed correctly. There are fewer instances of candidates failing to print a copy of the datafile which has resulted in failure in previous years.

Areas for development

Where candidates have not achieved this qualification penalties have been incurred for not following instructions, for example, regarding leaving space,

justification of documents, changing fonts, using decimal tabs or inserting leader dots. Those candidates who do not achieve continue to make the same mistakes evident at the lower levels of the qualification, for example, not knowing the difference between **copy** and **move** and **Serif** and **Sans-Serif** font. Papers are still received where candidates are producing poor quality work and not proof reading their work thoroughly. Newspaper columns are often poorly aligned and the correct point space not applied between paragraphs or between borders and paragraphs. Candidates should ensure they locate and correct inconsistencies between the use of words/figures and presentation styles. Some candidates fail to leave sufficient space in the form task to allow it to be completed.

Recommendations

It is important that candidates are well-prepared before being entered for this examination by completing past papers. Candidates should also be given exercises to develop their speed to ensure they are able to complete the tasks within the set time and allowing sufficient time to proof read for accuracy, inconsistencies and following instructions.

Candidates should be aware that any form produced must have sufficient space so that it could be completed.

The recommendations contained within the reports for the Essential and Intermediate examinations are also relevant to candidates at Advanced level.

Tips

- Ensure candidates remember to print the datafile
- Practice alignment of newspaper columns
- Practice leaving different point size spacing between paragraphs and between paragraphs and borders
- Practice inserting, positioning and resizing graphics within documents

Tips in the Essential and Intermediate level qualification reports are also relevant at this level.