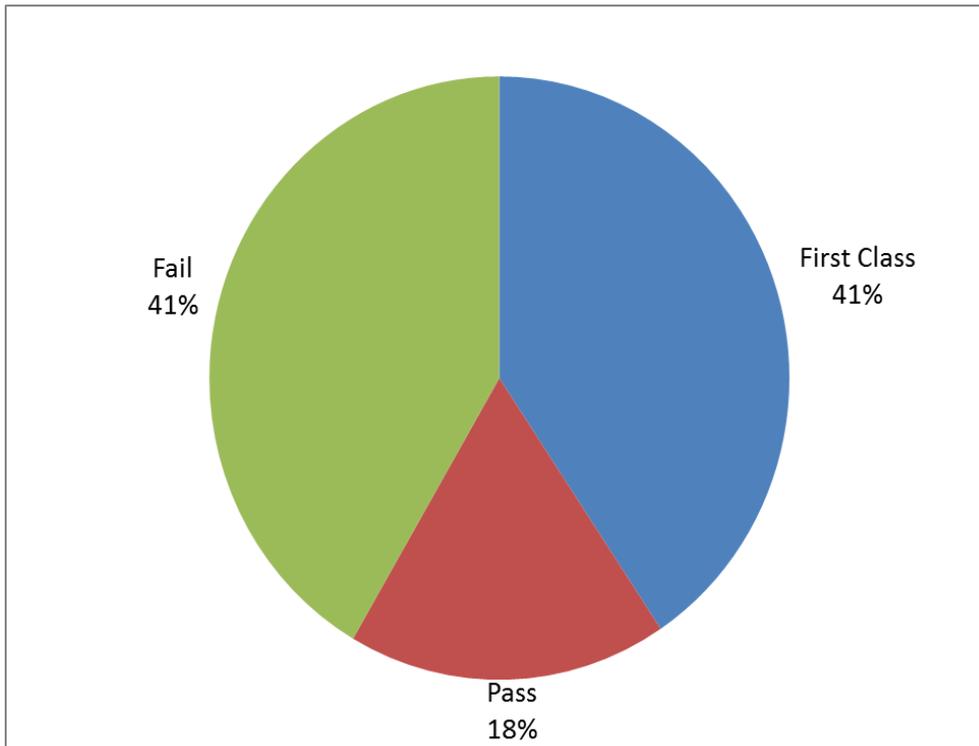


## 8975 Word Processing Techniques

### Essential



### General Observations

The results for 2011 continue to be disappointing compared to those for the 2010 and 2009 series. The percentage number of candidates awarded a First Class pass for 2011 has fallen by 7% since 2010 and the percentage number of candidates failing has increased by 5%. The percentage number of candidates achieving a Pass grade has fallen by 2% since 2010.

### 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. Candidates demonstrated a good standard of accuracy and presentation skills, with an ability to follow instructions and correctly recognise printers' correction signs. Proof reading skills have also improved.

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## 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. In particular, for Task 3 candidates are not using the original document to enter the data at the insertion points. Many are creating a new document to key in the data. Some candidates are recalling the original document but failing to delete the insertion points. Candidates should read instructions carefully with regard to line spacing, justification and changing font style and size. Many candidates did not include a correct reference as instructed in the tasks often not replacing the words 'your initials' with the initials of their own name. Candidates continue to not know the difference between serif and sans serif fonts or between a dash and a hyphen and the spacing for each continues to cause problems. In the letter candidates continue to omit the date.

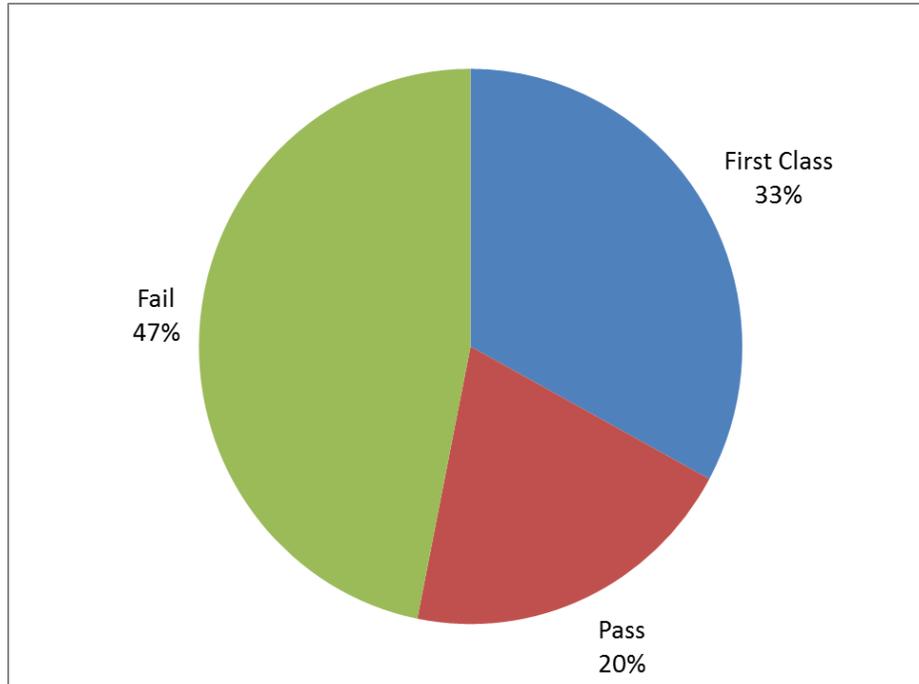
## Recommendations

As has been reported in many previous reports, it is important that candidates are well-prepared before being entered for this examination by completing timed exercises and practice papers. It should be stressed to candidates the importance of carefully reading and following all instructions and checking their work for accuracy. Candidates should complete proof reading exercises to develop their skills and practice speed keying exercises to ensure typing speeds are of the required level. Candidates should be familiar with all correction signs used and understand the difference between u/c and u/s. An instruction to underscore text is often misinterpreted and the text changed to capitals. They should also know the correct word when expanding abbreviations and completing exercises prior to the examination should be encouraged.

## Tips

- Practice proof reading documents encouraging candidates to identify their own errors
  - Know the abbreviations list
  - Make use of spell checking facilities
  - Read instructions carefully
  - Know the difference between
    - Serif and Sans Serif fonts
    - a dash and a hyphen
    - u/c and u/s
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## Intermediate



### General Observations

Candidates have not been as well prepared for this level of the qualification for the 2011 series. The range of results is disappointing compared to the 2010 series. Overall the percentage number of candidates achieving at this level has fallen by 12%. The number of Pass grades has remained at 20%, however the percentage number of First Class Pass grades has fallen. There has been a 12% increase in the number of candidates who failed at this level

### Areas of good performance

Where candidates have been well prepared for this examination they have completed all 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 eg selecting the correct standard paragraphs, searching and replacing words correctly and applying landscape printing. The accuracy of the scripts would indicate improved proof reading skills 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. Candidates using alternative spellings of words should ensure these are used consistently throughout a document. Above Essential level, candidates should read letters to determine whether an enclosure should be indicated. Some candidates continue

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to confuse the instructions to move and copy text. When moving or copying text candidates should check their documents to ensure that spacing remains consistent between all paragraphs. When compiling the task from standard paragraphs candidates must ensure there is a consistent line space between each of the paragraphs. Candidates must insert dates in letters and documents as instructed and insert any references required. Many candidates failed to replace 'your initials' with the initials from their own name.

Candidates 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 resulting in an accuracy error for each word omitted. Documents should be proof read carefully to ensure all text has been inserted.

The task which requires a document to be presented in landscape layout is the most problematic for candidates. Setting the margins in landscape format continues to be an area where candidates do not apply this accurately.

### **Recommendations**

As reported in previous years and at all levels, it is important that candidates are well-prepared before being entered for this examination by completing timed exercises and practice papers. Recommendations are also as has been reported in previous years. It is important that candidates present their documents with correct margins, line spacing and consistency of spacing particularly before and after a move, copy or deletion of text. Where there may be several instructions given eg an instruction for a heading to change case, font style, font size and alignment, often one or more of these instructions are not carried out.

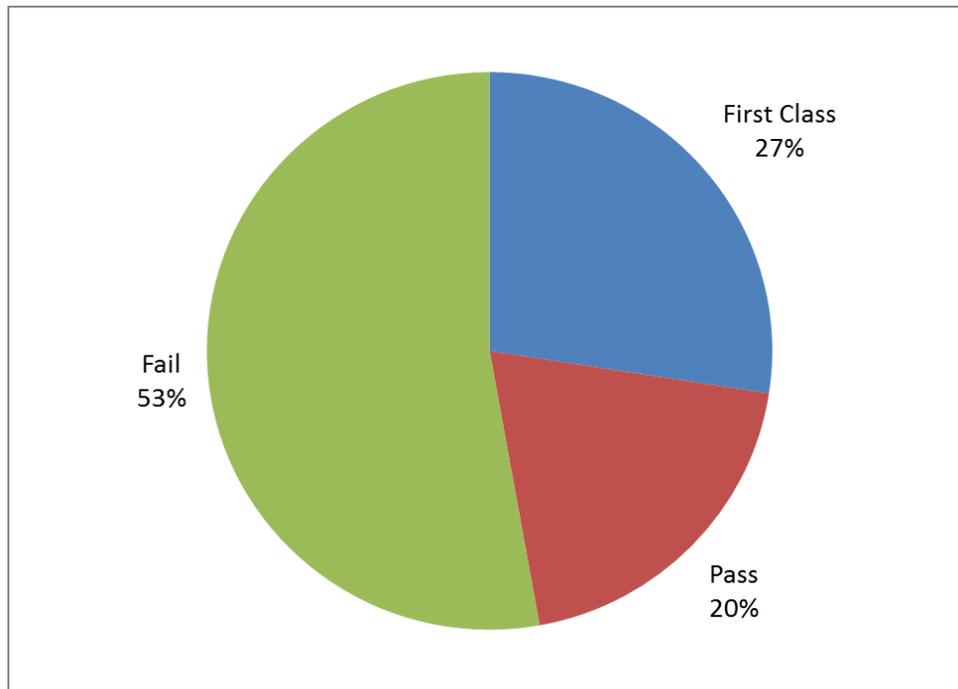
### **Tips**

- Practice completing documents in landscape layout and changing margin settings
- Check documents for consistent spacing before and after move, copy and deletion of text
- Indicate enclosures where appropriate
- Proof read thoroughly to ensure no lines of text are omitted

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

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## Advanced



### General Observations

It is disappointing to see that there has been a further 4% increase in the percentage number of candidates failing at this level. More than half of the candidates (53%) have not reached the required standard. The percentage number of candidates achieving a First Class pass has fallen by 2% from the 2010 series. This would indicate that candidates are not being well prepared for this level of the qualification. The percentage number of candidates achieving a Pass grade has also fallen since the 2010 series from 22% to 20%.

### Areas of good performance

Those candidates who achieved this qualification completed all tasks within the set time and have been well prepared for the examination. Good performance included a high degree of accuracy and work being presented to a high standard. There are fewer instances of candidates failing to print a copy of the datafile which has resulted in failure in previous years. Suitable graphics have been included and re-sized to the correct size.

### Areas for development

One of the main areas of weakness is where penalties have been incurred for not following instructions, eg leaving space as instructed, leaving sufficient space in forms to allow filling in, not using decimal tabs or inserting leader dots as instructed. Those candidates who do not achieve make the same mistakes as

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candidates at lower levels of the qualification, for example, not knowing the difference between **copy** and **move** and **Serif** and **Sans-Serif** font. As in previous years, the newspaper columns are often poorly aligned and the correct point space is rarely applied between paragraphs or between borders and paragraphs. Candidates should ensure they locate and correct inconsistencies in documents eg consistent use of words/figures and presentation styles.

## **Recommendations**

Candidates must be well-prepared before being entered for this examination by completing practice papers. It is important that candidates are given exercises to develop their speed to ensure they are able to complete the tasks within the set time and allow sufficient time to proof read for accuracy, inconsistencies and check that all instructions have been carried out. 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**

- Remember to print the datafile
- Balance the alignment of newspaper columns
- Know how to change the point size spacing between paragraphs and between paragraphs and borders
- Correct any inconsistencies

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

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