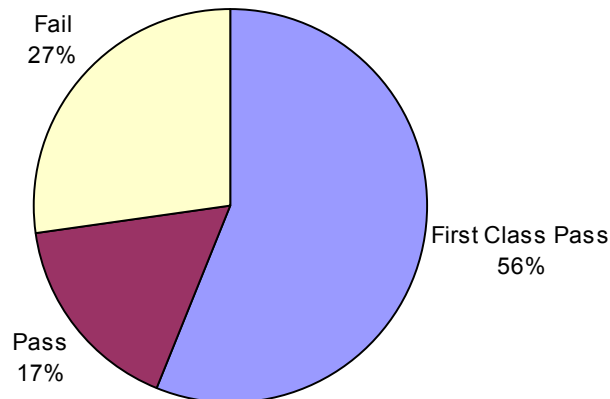


8975 Word Processing Techniques - Essential

General Observations

The range of results is of a similar standard to last year.



Areas of good performance

Candidates are well-prepared for this qualification and produce work of a high standard showing that candidates are proof-reading and following instructions.

Areas for development

Accuracy is still the main reason for not achieving and common errors that are still seen are:

- Omission of date from letters and memos
- Not knowing the difference between a dash and a hyphen
- Not deleting the numbers in the form task
- Presentation errors are incurred for inconsistent line-spacing within documents
- Failing to change font style and size
- Not following instructions – correction signs.

Recommendations

Make sure candidates have the opportunity to use practice papers to familiarise themselves with different layout instructions. Candidates should be encouraged to read instructions carefully.

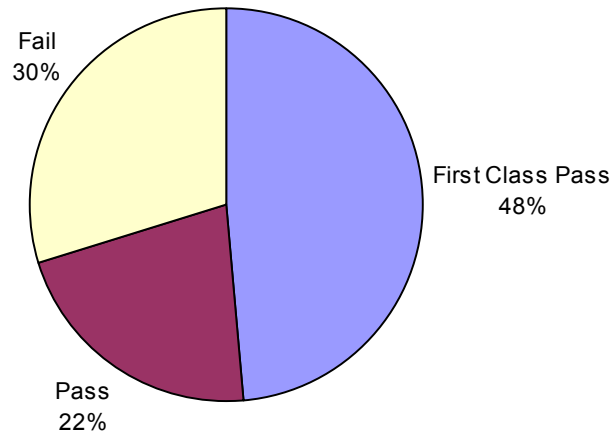
Tips

- Make sure you proof-read your work
- Follow instructions carefully
- Know the difference between **u/s** and **UC**
- Make sure line-spacing is consistent in a document – particularly the form document
- 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 last year. However, the number of First Class passes has reduced slightly.



Areas of good performance

The standard of accuracy and proof-reading is generally good at this level and most candidates complete all tasks within the given time. Those candidates that pass at this level have followed the instructions carefully and have produced work that is well laid out.

Areas for development

For those candidates who have not achieved, this is usually a result of poor proof-reading and failure to follow the instructions. Candidates should make sure they are familiar with all the correction signs and abbreviations. Candidates also confuse the instructions to 'Copy' and to 'Move'. They should understand the difference between a hyphen and a dash; and the difference between a Serif and a Sans Serif font.

Recommendations

Candidates should work through a number of practice papers in order to develop their skills before being entered for this level of examination.

Candidates should also be taught examination technique skills such as highlighting instructions on the paper.

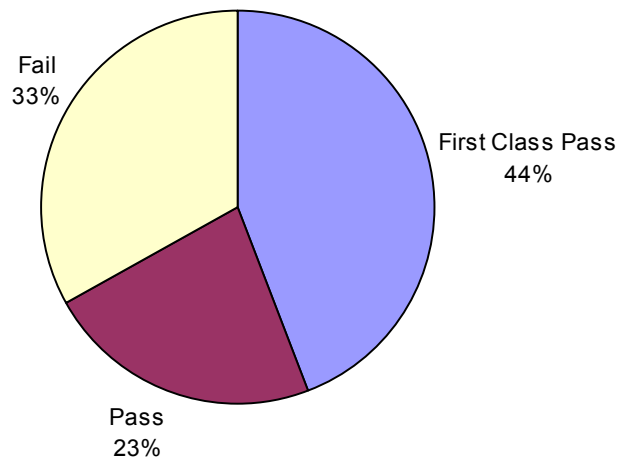
Tips

- Read, highlight and follow **all** instructions for each task
- 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**
- 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 an increase in the number of candidates achieving a First Class pass at this level compared to last year and the number of candidates not achieving a pass has reduced. This shows that the level of accuracy and proof-reading has improved.



Areas of good performance

The level of accuracy, proof-reading and following instructions continues to improve at this level.

Areas for development

There are still areas that require improvement. Even at this level candidates continue to make the same mistakes that are evident at the lower levels.

Continued problems include not knowing the difference between

- **copy** and **move**
- a **hyphen** and a **dash**
- **Serif** and **Sans Serif** font

Other weaknesses include:

- Omission of page numbers, dates and special marks
- Printing of data file omitted
- Decimal tabs not set
- Graphic not sized and placed correctly
- Inconsistency in words and figures not identified

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.

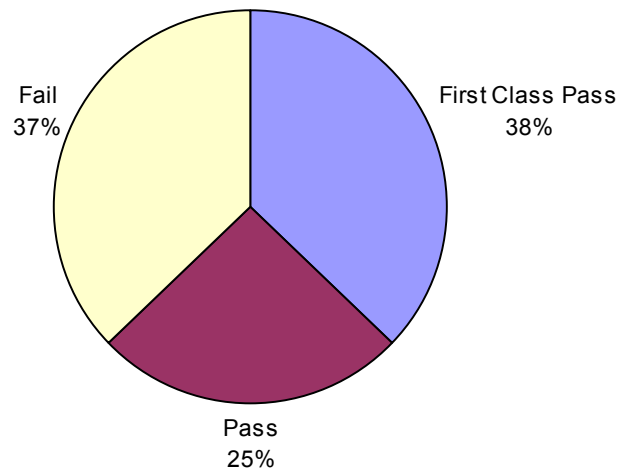
Tips

- Remember to print a copy of the data file
- Follow **all** instructions (highlight instructions on the paper)
- Proof-read and spell-check all tasks
- Pay attention to detail
- Make sure the graphic is the correct size

8975 Word Processing Techniques - Professional

General Observations

There has been a significant improvement in the number of candidates who have achieved a First Class pass at this level compared to last year. The overall number of candidates who failed has also reduced significantly showing that candidates are achieving higher standards at this level.



Areas of good performance

Generally candidates are well-prepared and at this level continue to produce scripts of a high standard which shows their ability to use advanced word processing functions.

Areas for development

Common areas of weakness include:

- Omitting dates from letters
- Omitting page numbers
- Newspaper columns not aligned correctly
- Leader dots uneven
- Drawing tools not used effectively
- Poor pagination – widows/orphans
- Data file and/or labels missing
- Instruction to change font style/size not carried out
- Not leaving sufficient space on the form

Recommendations

Candidates should work through a number of practice papers in order to develop their skills before being entered for this level of examination. Candidates must learn the most efficient way to perform the advanced word processing functions as they need to complete complex tasks within the required time and allow time for proof-reading and checking.

Tips

- Make sure that all parts of a document are printed, ie, number of copies, data file, labels
- Practise on past papers