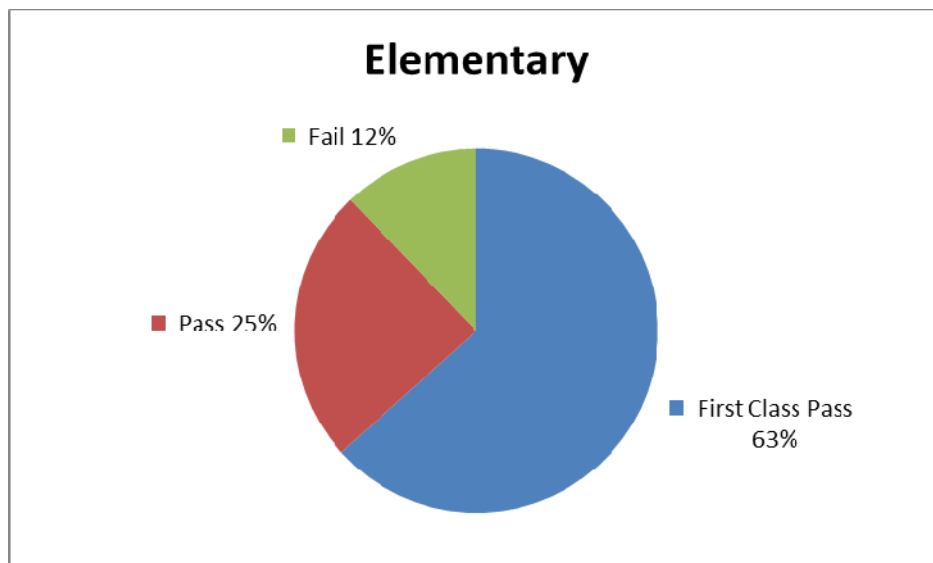


8972 Typewriting 2013 series – Examiner’s report

General Observations

Most candidates have been well prepared for these examinations. The majority of candidates continue to achieve a First Class pass at Elementary. However, at higher levels the percentage number of First Class passes has fallen and the percentage number of candidates failing at the higher levels has increased this year. This would indicate that candidates are being less accurate or are not fully prepared for the level of tasks.

Elementary



Overall Performance

The percentage number of First Class passes has continued to increase over the previous series by 8%. Well over half (63%) of candidates who entered at this level achieved a First Class pass. The percentage number of candidates who failed has decreased again by 1% from the previous series.

Areas of good performance

The overall performance of the candidates was very good with the majority of candidates completing all 5 tasks. The accuracy level of the work submitted has improved over previous years and display work was often extremely well presented. Most candidate followed instructions correctly, used correct layouts for letters and memos and proof read their work to ensure it was accurate.

Areas for development

At this level the majority of candidates who failed did so due to the standard of accuracy. Too many errors were caused by not following the copy accurately missing words or complete lines of text.

Task 1

Although this was generally well completed, candidates sometimes miss the final full stops at the end of paragraphs. It is essential that candidates type exactly what is given; no extra words should be added. Candidates should also follow the instruction to type the task in double line spacing.

Task 2

This task was generally well completed; however, some candidates typed an envelope when it was not required. Although no marks were lost for this, it is time-wasting for the candidate. The copy should be followed exactly. Where place names are given in capitals, then this should be typed in capitals by the candidates. Occasionally candidates added punctuation to the address. This is penalised unless the candidate has consistently used closed punctuation throughout the letter. Open punctuation should be encouraged as shown in the copy. Some candidates did not type the date. This is expected as the rubric instruction states 'Type the following letter for despatch today'. After the complimentary close some candidates typed their own name, instead of the name given. This resulted in lost marks. The copy should be followed exactly. Candidates should leave a clear space between items in the letter eg after the reference, the date, the salutation and before the complementary close.

Task 3

The main heading and column headings should be typed as normal text with only one space between words and the spacing between columns should be consistent. Where times are presented eg 6 pm and 7 pm, then these should be displayed consistently (with or without a space). Where a line of text is given eg at the foot of the column work then this should be copied exactly. If there is a full stop given then this must be typed. If there is no full stop, then it should not be included.

Task 4

The top of the memorandum should be set out as a memorandum and should include the word Memorandum.

Task 5

Although often well presented, candidates must be consistent with the style of display used.

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.

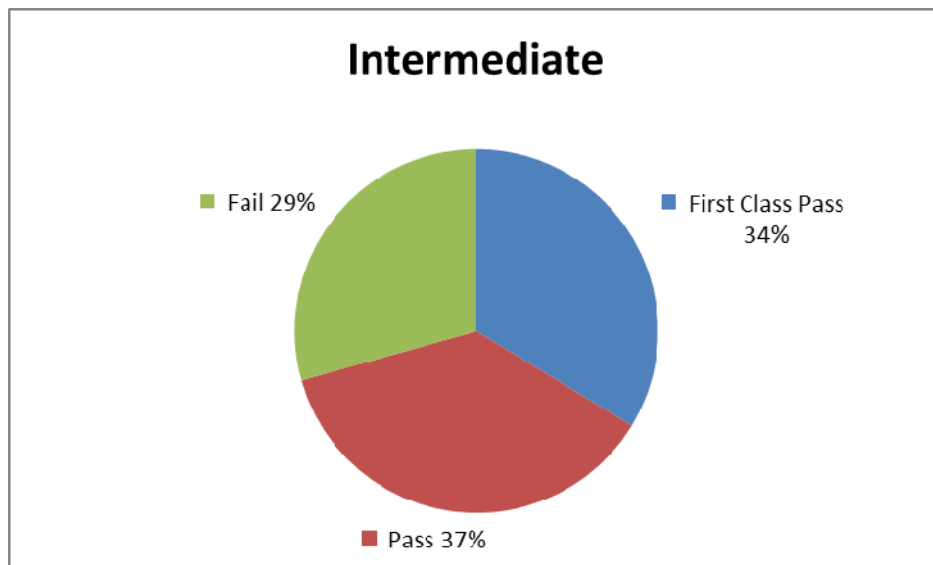
Recommendations

It should be stressed to candidates the importance of reading instructions in the rubrics in addition to any instructions within the task and the importance of proof-reading/checking work for accuracy before submission. 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.

Tips

- Use a transparent ruler when copying text to help guide the eye
- Follow all instructions in rubrics as well as those in the task
- Display table as shown ensuring consistent spacing between columns/rows
- Do not overtype when making corrections
- Follow the copy exactly – do not add your own words
- Proof read each document carefully

Intermediate



Overall Performance

At intermediate level, the overall performance of the candidates has fallen since the previous series. Although the majority of candidates were successful the number of candidates who failed has increased by 4% and the number of candidates achieving a First Class Pass has fallen by 6%. This would seem to indicate that candidates are not as well prepared as they have been in previous years.

Areas of good performance

The majority of candidates had been well prepared for this level of examination and completed all 5 tasks within the set time. The proof reading exercise and proof reading generally has improved since the last series. Candidates who were successful followed instruction correctly and had a good knowledge and understanding of correction signs. In Task 3 the display and ruling of tables has improved and in the layout of letters and memos candidates have demonstrated good presentation skills.

Areas for development

Where candidates did not achieve at this level, accuracy and interpretation of manuscript instructions continues to be problematic.

Task 1

The instruction in the rubric to type the task in double line spacing must be followed. The wording of the copy must be typed exactly as it is given. Words should not be changed and no additional words should be typed. Additional or omitted words are penalised on each occasion.

Task 2

Some candidates are not familiar with the abbreviations used in the manuscript and expanded the words incorrectly. Candidates should be given practice throughout the course of study in expanding the list of abbreviations in the syllabus. Envelopes should only be typed when requested in the instructions. This is time-wasting from the candidate's point of view. Some candidates omitted the envelope which results in many lost marks. Some candidates typed an envelope but included their own address, resulting in lost marks. Candidates must read the letter to determine if they should include any indication of enclosures. This was sometimes omitted. In Version C, candidates were asked to 'Date as post mark', but many candidates typed the date of the examination which resulted in lost marks.

Task 3

For those candidates who did not achieve a First Class Pass, the table was generally poorly displayed; contained inaccuracies and instructions were not always followed. Candidates should follow all instructions given in the rubric and within the task. Many of the instructions within the task were not followed, eg underscoring headings, changing the order of the table or transposing columns. In Version A, many candidates did not type the final text, resulting in many lost marks. It was clearly indicated at the bottom of the page that the task 'Continued on next page'.

Task 4

Candidates should include the names and designations (where given) in the To and From sections of the memorandum.

Task 5

Some candidates omit to type this task and most do not find or circle all of the errors.

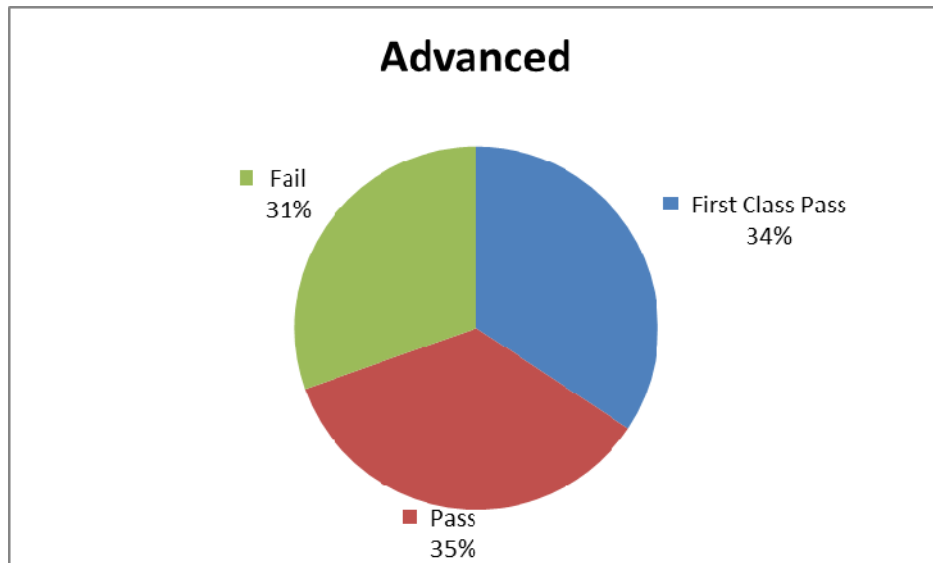
Recommendations

Tutors should ensure that candidates are familiar with the abbreviations that could be used in the tasks. Candidates should be reminded of the need to read and follow the instructions both in rubrics and within the task. Many candidates are missing memorandum headings. It is important that candidates are well prepared before being entered for the examination. Tutors should ensure that adequate practice of timed exercises and past papers are attempted before entering the examination. It should be stressed to candidates the importance of proof reading and checking work for errors.

Tips

- Use a transparent ruler when copying text to help guide the eye
- Ensure every document is proof-read carefully
- Follow all instructions in rubrics as well as those in the task
- Display table as shown with accurate ruling and consistent spacing between columns
- Measure the vertical space
- Include date and enc(s) (if appropriate) in letter
- Circle the errors in the proof reading task and include with your work
- Type the printed version of Task 5
- Do not overtype when making corrections
- Follow the copy exactly – do not add your own words

Advanced



Overall Performance

At Advanced level the percentage number of candidates achieving the qualification has continued to improve since the last series. The percentage number of First Class passes has increased by 1%, the percentage number of Pass grades has increased by 4% and the number of candidates failing has fallen by 5%. This would seem to indicate that candidates are being well prepared for the examination.

Areas of good performance

Most candidates completed all 6 tasks within the set time. For those candidates who were successful, the proof reading exercise and general checking for typographical and grammatical errors throughout the tasks has improved. Successful candidates had followed instructions in all six tasks producing some very good work which was both accurate and well presented. The display of tasks and interpretation of the handwriting has also improved. Candidates have demonstrated good presentation skills including the use of consistent spacing, correct display of documents, expansion of abbreviations and understanding of correction signs.

Areas for development

For those candidates who were not successful at this level this was due to not following instructions, poor interpretation of manuscript and not identifying all errors in the proof reading task. Where hyphenated words are included in a task,

candidates should be aware that there are no spaces on either side of the hyphen. When enclosures are included in letters/memos, candidates must indicate if it is a single enclosure (enc) or multiple enclosures (encs).

Task 1

Some candidates type additional words which can result in many lost marks. The wording of the copy must be typed exactly as it is given.

Task 2

Some candidates typed an envelope when no envelope was required and some produced carbon copies which are not asked for and should not be included. Both activities are time-consuming for the candidate. A mixture of closed and open punctuation was sometimes used in the address. Open punctuation is encouraged, although either style is acceptable but must be presented consistently. Candidates should be familiar with the abbreviations to be expanded and those which should not be expanded. For example, in Version B, Ms was sometimes expanded to Miss, which was incorrect. Not all candidates understood how to carry out the 'stet' amendment. Candidates should be familiar with corrections signs used in the examination.

Task 3

Although the ruled table was sometimes well displayed, not all instructions were followed. Some did not retain abbreviations where asked to do so and other did not leave the required vertical space. In Version A, some candidates were not familiar with the presentation of footnotes and did not include the asterisk after the word in the copy where indicated. The asterisk was sometimes also omitted from the footnote at the foot of the table. Some candidates did not type the final lines of text which were on a second page even though there was a clear instruction at the bottom of the page 'Continued on next page'. This resulted in many lost marks.

Task 4

Most candidates produced good answers to this task.

Task 5

Some candidates did not follow instructions to leave the specified margin.

Task 6

Not all candidates were able to identify all 15 errors. Some candidates identified the errors but did not type the passage or failed to type the passage accurately which resulted in lost marks.

Recommendations

Centres should ensure that candidates are fully prepared for the Advanced level as some centres are failing to achieve any pass marks. Candidates should ensure that they have a sufficiently high typewriting speed and level of accuracy to be able to complete all tasks within the given time and allow them sufficient time to be able to check the work for accuracy. It should be stressed to candidates the importance of reading and applying all instructions included in the rubrics in addition to those contained within the tasks.

Tips

- Follow the wording in the copy – do not add any additional words
- Type accurately and ensure all tasks are proof-read
- Follow all instructions given in the rubrics in addition to those contained within the task
- Do not take any carbon copies as these are not required
- Know the difference between shoulder and paragraph headings
- Display the table as shown with correct ruling
- Ensure vertical space is as specified in the paper – measure this
- Remember to include dates in letters/memos and indicate enclosures where appropriate
- Include the typed version of Task 6
- Do not overtype when making corrections