

# Audio Transcription (8952) Shorthand Speed (8980) and Typewriting (8972)

Examination support guide



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# **Audio Transcription (8952) Shorthand Speed (8980) and Typewriting (8972)**

**Examination support guide**

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# Audio Transcription (8952)

80, 100 wpm

## Aim of qualification

To demonstrate ability in transcribing business-related texts from an audio recording.

## Target group

People who need to audio type – eg secretaries and PAs.

## Qualification structure

Two levels: Intermediate 80 and Intermediate 100. Each level is a free-standing single unit with its own certification.

## Examination

The examination at each level consists of two passages which may be a mixture of business letters, memos, notices or reports. These passages are to be produced via a typewriter or word processor. The difference between the two levels is in the length of the passages. Candidates may submit any acceptable layout style for transcribing the audio passages, and may make any alterations, corrections or re-typings **during** the period of the examination. Carbon copies are not required.

Where transcripts are word processed, printing should take place outside the examination time and may be done by the Invigilator/Specialist Tutor. It is the candidate's responsibility to add their name and store the document after which no amendments may be made. At the end of the printing, all documents must be erased from the storage media. Only one printout of each document is permitted.

The result is assessed and certificated for accuracy **not** speed.

### Intermediate 80 (dictation at 80wpm)

Two passages totalling 480 words (excluding the audio dictation conventions).

No one passage will exceed 340 or fall below 140 words.

Time allowed for transcription is 28 minutes therefore the minimum acceptable transcription rate is 17wpm.

### Intermediate 100 (dictation at 100wpm)

Two passages totalling 600 words (excluding the audio dictation conventions).

No one passage will exceed 400 or fall below 200 words.

Time allowed for transcription is 30 minutes therefore the minimum acceptable transcription rate is 20 wpm.

Candidates are allowed up to 4 minutes **before** the start of the transcription to prepare their paper by keying in all the information provided on the candidate's instruction sheet. Candidates will be expected to produce accurate transcripts within the time allowance given for the appropriate speed ie 28 or 30 minutes.

## Administration

The two passages will be provided with full audio-typing conventions, and marked in quarter minutes (which include the conventions) ready for dictation on to a machine at the appropriate speed. A master audio tape must be recorded by the centre from the provided passages, for candidates transcription via a typewriter or word processor. The master tape must be checked and timed by the invigilator prior to dubbing on to individual dictating machines.

Immediately after the examination the test passages from the master tape and from all individual tapes **must** be erased.

## Entry requirements

No formal requirements are necessary but it is recommended that candidates for whom English is an additional language have at least Intermediate Level English.

## General advice for centres

### Guided learning hours

City and Guilds do not determine a length of course, or the number of hours of study required. The best indicator is when candidates have covered all areas of the syllabus and can successfully complete a sample test paper within the allowed time.

Success in the examination is achieved by demonstrating the ability to accurately produce printed tasks within the given time.

### Equipment

Each candidate must be provided with an individually controlled audio-machine with stop and playback facilities. Centres should have sufficient typewriters/word processors for the number of candidates together with two or three spare machines. The audio equipment should be of such a quality to enable the candidates to hear the spoken word without difficulty. The ability to advance/rewind the audio tape is self-evident. Where candidates are using a word processor they should have access to and be able to use a printer.

It is advisable that a Specialist Tutor or technician be on duty to deal with machine faults during the course of the examination.

Centres should provide A4 paper or continuous stationery.

The use of dictionaries and spell-check facilities is permitted.

### Health and safety

Centres need to ensure that all health and safety regulations are observed. In particular the following should be considered:

- Seating – should be adjustable. The type of seating and height of worktops should enable all candidates to maintain a comfortable working position.
- Lighting – glare should be avoided. Blinds or anti-glare screens may need to be used to reduce glare from windows.
- Breaks – the length of sessions should be restricted to enable candidates to take breaks away from any screen at regular intervals. This includes breaks from looking at a screen, for example when proof-reading.
- Physical safety – trailing leads, bags and other obstructions should be avoided.
- Electrical safety – regular checks should be made on all electrical equipment.

## Marking criteria

For a **Pass** candidates must type their transcriptions within a 3% error tolerance.

For a **First Class Pass** transcriptions must be within a 1% error tolerance.

### Intermediate 80

Marks are deducted from a total of 480. Candidates scoring 466 (97%) or above will pass. In practice, this means that the error tolerance is 14 if the candidate has completed the examination.

Unattempted work is penalised at the rate of one mark per omitted word. If the candidate is within **two** marks of a pass (ie has no more than 16 errors) the paper is reconsidered as a whole, and if the overall work warrants it, discretionary marks are awarded. A **First Class Pass** is awarded to candidates with no more than 5 errors.

### Intermediate 100

At this level marks are deducted from a total of 600. To pass the candidate must not exceed 18 errors.

Unattempted work is penalised at the rate of one mark per omitted word. Should a candidate score no more than 20 errors the work is reviewed and if the overall work warrants it discretionary marks are awarded. A **First Class Pass** is awarded to candidates with no more than 6 errors.



At all levels marks are deducted according to the following scheme:

### Typographical errors

#### Half mark deducted for:

- Letter missing, additional, unrecognisable, wrong, piled, clearly above or below the line.
- Space (or spaces in one location) omitted, or in excess.
- Transposition: letters, words, figures, or groups of these.
- Line-end division obviously wrong (proper nouns, figures, a carry-over of only one or two letters).
- Left margin: where this is irregular and not due to a machine fault.
- Hyphen instead of a dash **or** dash instead of a hyphen. If, however, the hyphen or dash is dictated it must, if wrongly typed, count as an audio instruction and be penalised by the deduction of a full mark.

#### One mark deducted for:

- Overtyping

### Transcription errors

One mark is deducted for:

- Word omitted, (including the indefinite article), misspelt, in excess.
- Audio-instruction not followed (but only half mark deducted if it is partially followed eg: **initial capitals** Policy no instead of No); and one mark is deducted if the fullstop is omitted **or** a new paragraph is not made or additional paragraphing is introduced.
- Capitalisation incorrect (**Dear mrs jones, february, england, Autumn, next Winter**) or over-capitalisation.
- Apostrophe omitted or incorrect (**Mr Smiths order, Mr Smiths' order, ladie's bicycle**).
- Money representation:

Correct	Incorrect
£2.50	£2.5
£2.05	£2.05p
£0.05	05p
50p	.50
	.50p

- Figure: single items of four-digit number, eg 2637 without a comma are acceptable, but 26,374 needs a comma or a space (26 374). A sentence should never start with a figure.
- Weights, distances: a half mark is deducted if the only error is pluralisation. Abbreviations such as lb, in, yd, kg, km and mm do not require pluralising. A fullstop may or may not follow them but inconsistency is penalised – a half mark once only.
- Time: with the 24-hour clock **1100 hrs** is correct; 11 00 hrs, 1100hrs, 1100hr and 11 00 hours are not acceptable. When using the 12-hour clock a number of representations of **pm** and **am** are acceptable: 4 pm, 4.00 pm, and 4 p.m. There should be consistency.
- Punctuation: fullstops and paragraphing are always given in the audio instructions; commas are not. One mark is deducted for omission of an essential comma where ambiguity results or where text is rendered almost unintelligible. A half mark is deducted in the following circumstances: comma superfluous, or omitted (where not crucial to the sense) or where the candidate has used one to distinguish, for example, a relative clause but has omitted the second comma, thus: **Mr Green, whom you met when you called in will be glad of more help** ... No more than a total of a half mark is deducted for a pair of omitted commas of this type. A half mark is deducted for inconsistency in the use of the comma: eg **Dear Mrs Jones**, but **Yours sincerely**.
- Right margin grossly irregular.
- Inconsistency at any time brings a penalty of a half mark.

### General points

Misspelling of common place names (London, Australia, Hong Kong) should be penalised (one mark) but candidates, particularly from overseas, are not penalised for printing Mr **Simms** instead of Mr **Soames** unless the correct spelling is provided on the Candidate's Instruction Sheet in which case one mark is deducted.

One mark maximum is deducted where general presentation is poor, and where there are excessive or badly executed corrections. In addition, one mark is deducted wherever ink or pencil corrections have been used. In this case, the general rule that a repeated fault is not penalised again does not apply.

Where candidates continuously type a word incorrectly, eg **september** instead of **September** only one mark is deducted.

### Advice to candidates

It is vital that the instructions are adhered to exactly. Make sure you read the Candidate's Instruction Sheet before starting the examination. There will be important information given about both the passages for transcription. Sometimes an instruction will be given to date the passage with the **month and year** only. In such a case do not add the actual date in figures. On another occasion the instruction may be to give the date as: Date as postmark. In this instance you would actually type the words **Date as postmark**. Failure to carry out either of these instructions will involve a loss of marks. When a letter is the subject to be typed you will be given the name and address of the person to whom the letter is to be sent. Ensure that before you type the audio material that these details are inserted in the appropriate place. Again, failure to do so will incur penalties.

Spelling is a particular weakness shown by a number of candidates and can lead to failure in the examination.

Reading serious magazines and newspapers will do much to improve the level of English and spelling.

Allow time for proof-reading.

Working through past papers prior to the examination will ensure you know what is required. Such work will also enable you to ascertain whether you have the speed necessary to complete the paper in the time available.

Listen carefully to the audio tape, giving it your full concentration. Where necessary rewind the cassette to ascertain uncertain or unfamiliar vocabulary.

### Weakness reports

When a candidate fails to reach the required standard in the examination the result slip will indicate Areas of Weakness. These are given with suitable explanation as follows:

#### Code A – Failed narrowly

This is given where a candidate has achieved a level within 5 marks of a Pass.

#### Code B – Faulty spelling

An improvement in spelling is needed. This can be achieved by reading and by using a dictionary to check words. Candidates should try and read one serious article every few days and practise the spelling of unfamiliar words. This can be done by writing/typing out the correct spelling a number of times pronouncing the syllables as you do so.

#### Code C – Faulty punctuation

Perhaps vital commas have been omitted or maybe too many additional commas have been inserted. It could be that dictated punctuation has been omitted. Remember all fullstops and paragraphs are dictated. It is all too easy to omit punctuation at the end of a piece.

**Code D – Inadequate vocabulary**

Again it shows that some serious reading is required in order to improve the range of words. Careful listening to the tape may help. In practising before the examination be sure to check on any words that are unfamiliar. Look them up in a dictionary and discover what they mean. Look carefully at the word.

**Code E – Linguistic command – inadequate**

This will probably appear if English is not the candidate's first language. It is closely allied to Code D.

**Code F – Instructions disregarded**

This will indicate that the candidate has failed to read and follow the instructions on the Candidate's Instruction Sheet prior to the examination starting. It may also indicate that dictated punctuation has been ignored.

**Code G – Typewriting conventions – incorrect representation**

There has been a failure to follow dictated instructions and possibly the layout and presentation of the work has been faulty showing a lack of theoretical knowledge.

**Code H – Faulty keyboard technique**

Letters appearing well above the typing line or dropping below when using a manual machine. This may be particularly evident with capital letters. If this is a problem the solution is to slow down when typing capitals. Candidates, in their haste, will often 'snatch' at the shift key. Another reason why this weakness code may appear is when letters are 'piled' near each other. It may be that overtyping has been evident.

**Code J – Original dictation misinterpreted**

In this case it may be that concentration has been lost at a vital point in the dictation. It could be that dictated paragraph breaks have been ignored or inserted when only a fullstop was required.

**Code K – Speed of working insufficient**

If there has been short-working and a number of words have been omitted towards the end of the required piece then it indicates that the speed of typing is not fast enough for the level being examined. More practice is required to build up a steady rhythm of typing. When this is achieved speed will increase quite naturally.

**Code L – Inaccuracy/proof-reading**

This is self-explanatory. It indicates that far too many errors have crept in. Some of these errors could have been corrected by checking the work produced.

**Code M – Overtyping**

A very careless 'double' error that is very rarely seen. It occurs when a mistake has been made, noted as such by the typist and instead of removing the error by established correction techniques the typist has merely typed over the top.

**Code N – Correction of errors**

This occurs when proper correction techniques have been employed but in an untidy manner.

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## Sample papers

The following selected examination papers show typically what is required in any test at each of the various speeds, 80 wpm and 100 wpm.

*AUDIO TRANSCRIPTION EXAMINATION*

**(INTERMEDIATE 80 WPM)**

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8952-32-032 (TY-AUT 32)**  
**21135**

CANDIDATE'S NAME .....  
(Block letters please)

CENTRE NO ..... DATE .....

### CANDIDATE'S INSTRUCTION SHEET

PAST PAPER

- 1 The examination will consist of two passages of recorded dictation which will be either two business letters, or a business letter and a memorandum, a staff notice or a short business report. No carbon copies are required. Below these instructions you will find all the information you need for this examination.
- 2 You will be allowed four minutes to prepare your paper or screen by typing all the information given ready for the audio dictation from your machine. You may also set margin and tabulator stops if you need to do so.
- 3 The signal to begin will be given at the end of four minutes. You will then have twenty-eight minutes to complete the transcription of the two passages.
- 4 If you are using a typewriter type direct on to the paper provided. No preliminary transcription is allowed.
- 5 If you are using a word processor you must assign a name to the document and store it before the end of the examination. No further amendments may be made after that. Printing may be done after the examination has finished.
- 6 If you finish before the signal to stop is given, remain in your seat until the end, and check your work carefully.
- 7 Make sure that your name appears on each sheet.

### Supplementary information on the audio passages

Passage 1 Letter of 235 words

To: Mr and Mrs R Short, 8 Station Road, Bristol, BS3 4GB

Date: Today's

Passage 2 Notice of 245 words

Passages for Dictation onto individually controlled audio machines with stop and playback facilities. Dictation to be at a speed of 80 wpm. Please dictate what follows in full with the pauses as indicated:

City & Guilds Qualifications:

Audio Transcription Examination (Intermediate 80) TY-AUT 31 (3 seconds pause)

PASSAGE ONE: A letter of 235 words (3 seconds pause)

Text begins: (1 second pause)

Dear Mr and Mrs Short (paragraph)

Thank you for your enquiry concerning the short breaks which are available through the / (*initial capitals*) Universal Travel Club. (*paragraph*) ¼

I can confirm that a few places are still available on the (*figure*) 5 // (*hyphen*) –day break in London that commences on the first Friday of next month (*fullstop*). Should you wish to join /// the group arriving on that date it will be necessary for you to confirm your booking no later than Monday // of next week (*dash*) – a quick telephone call to the (*initial capital*) Club on 08457 3 / 432 is all that is needed to secure a place. (*paragraph*) ½  
¾  
1

Should you wish to join in this // holiday note that you are expected to make your own way to the (*initial capitals*) Central Park Hotel in the /// heart of London's (*initial capitals*) West End ready for a (*initial capitals*) Welcome Meeting at 10 am on the // Friday (*fullstop*). Our staff will introduce themselves and outline detailed plans for the 5 days. (*paragraph*) ¼  
½  
2

In the past these / special short breaks have been very well received by all those who have taken part and we have made a // number of suggestions arising from previous occasions in our present plans. (*paragraph*) ¼  
½

We welcome your interest and can promise you /// that we have done everything we can to make sure you have an enjoyable and worthwhile stay in this wonderful // city (*fullstop*). Whether your interests lie in (*colon*): shopping (*oblique*) / sightseeing (*oblique*) / museums you will find our expert guides ready / and willing to assist you. (*paragraph*) ¾  
3  
¼

Yours sincerely

(1 second pause)

---

End of text for PASSAGE ONE

(3 seconds pause)

PASSAGE TWO: A notice of 245 words

(3 seconds pause)

Text begins:

(1 second pause)

(*Heading, closed capitals, underscored*) EMERGENCY PROCEDURES (*P-R-O-C-E-D-U-R-E-S*)  
(*paragraph*)

In the event of fire or any other emergency the set / procedure will be followed where possible and this will be displayed in a place where it is easily accessible (*A-C-C-E-S // -S-I-B-L-E*) (*fullstop*).  
This details the action to be taken in the event of a child's clothing catching fire, or a /// fire being discovered, a fire alarm heard, or if any of the other emergency services are required. (*paragraph*)

1/4  
1/2  
3/4

Should an *!* emergency occur or smoke alarms go off a special bell will be rung and the priority (*P-R-I-O-R-I-T-Y*) will be / to ensure the children are moved to a place of safety as quickly as possible (*fullstop*). They will be taken // out of the building by staff using the stairs then out of the nearest available (*open single quotes, initial capitals*) /// 'Fire Exit (*close single quotes*)' door which will be clearly marked (*fullstop*). Children and staff will gather in the car *!* parking area away from the building. (*paragraph*)

1  
1/4  
1/2  
3/4  
2

Staff will take with them, if possible, the register, a mobile phone, and / hats and coats to keep the children warm if necessary (*fullstop*). If the building has to be cleared completely certain // staff will have the responsibility for checking particular areas within the building and contacting the relevant authorities (*fullstop*). Parents will be /// notified of any emergency and children will be cared for until a responsible adult arrives. (*paragraph*)

1/4  
1/2  
3/4

Fire drills will be *!* carried out on a regular basis (*open bracket*) (and on different days to cover different groups of children (*close bracket*)), / and the date, time, duration and numbers of staff and children involved will be recorded. (*paragraph*)

3  
1/4

---

(1 second pause)

End of text for passage two

(3 seconds pause)

This concludes Audio Transcription Examination (Intermediate 80) TY-AUT 31

AUDIO TRANSCRIPTION EXAMINATION

**(INTERMEDIATE 100)**

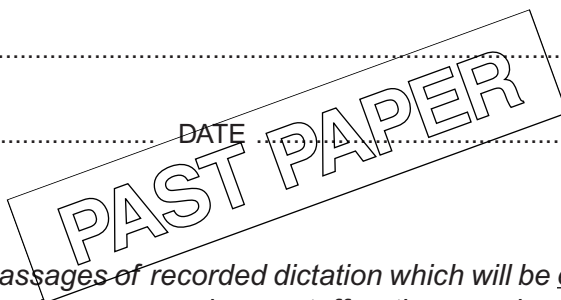
This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8952-32-032 (TY-AUT 32)**  
**11026**

CANDIDATE'S NAME .....  
*(Block letters please)*

CENTRE NO ..... DATE .....

CANDIDATE'S INSTRUCTION SHEET



- 1 The examination will consist of two passages of recorded dictation which will be either two business letters, or a business letter and a memorandum, a staff notice or a short business report. No carbon copies are required. Below these instructions you will find all the information you need for this examination.
- 2 You will be allowed four minutes to prepare your paper or screen by typing all the information given ready for the audio dictation from your machine. You may also set margin and tabulator stops if you need to do so.
- 3 The signal to begin will be given at the end of four minutes. You will then have thirty minutes to complete the transcription of the two passages.
- 4 If you are using a typewriter type direct on to the paper provided. No preliminary transcription is allowed.
- 5 If you are using a word processor you must assign a name to the document and store it before the end of the examination. No further amendments may be made after that. Printing may be done after the examination has finished.
- 6 If you finish before the signal to stop is given, remain in your seat until the end, and check your work carefully.
- 7 Make sure that your name appears on each sheet.

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Supplementary information on the audio passages

Passage 1 A letter of 244 words

To: Mr W Brown, 25 Flower Avenue, Coventry, CV4 3UQ

Date: Today's date



Passages for Dictation on to individually controlled audio machines with stop and playback facilities. Dictation to be at a speed of 100 wpm. Please dictate what follows in full with the pauses as indicated:

City & Guilds Qualifications:

Audio Transcription Examination (Intermediate 100) TY-AUT 32 (3 seconds pause)

PASSAGE ONE: Letter of 244 words. (3 seconds pause)

Text begins: (1 second pause)

Dear Mr Brown (*paragraph*)

(*heading, closed capitals, underscore*) COACH HOLIDAYS BROCHURE  
(*B-R-O-C-H-U-R-E*) (*paragraph*)

Thank you for requesting our latest brochure. (*paragraph*)

There are many / reasons to take a holiday with us (*fullstop*). First of all, with every one of our holidays you are always collected, absolutely free, from one // of over (*figure*) 300 points throughout the country and you will always travel on one of our fabulous luxury coaches and stay in the /// most comfortable hotels. (*paragraph*)

1/4  
1/2  
3/4

Secondly, do not forget our famous holiday excursions (*fullstop*). Many are completely free of any charge and are included as part I of your holiday (*fullstop*). These excursions allow you to see the sights and explore the country wherever you go on holiday. (*paragraph*)

1

*(closed capitals)* FANTASTIC / HOLIDAYS *(paragraph)* ¼

Within the enclosed brochure there is a great selection of holidays to choose from, whether you fancy a short break in Europe, a // trip to the mountains, or a look at the culture of Italy. *(paragraph)* ½

*(closed capitals)* BOOKING IS SO EASY *(paragraph)*

To make sure you get /// the holiday you want, contact our booking hotline on 01726 1452 *(fullstop)*. Then simply tell us where you want to go, and when, and leave // the rest to us *(fullstop)*. We are open *(word)* six days a week from Monday to Saturday during normal office hours *(fullstop)*. We accept all / major credit and debit cards. *(paragraph)* ¾  
2

Do not forget, if you would like to travel with friends and family, or as part of a club, // contact our *(initial capitals)* Special Groups Department *(fullstop)*. In every group of *(word)* ten passengers, one travels free. *(paragraph)* ½

You will never find better value /// *(exclamation mark)* ! *(paragraph)* ¾

Yours sincerely *(paragraph)*

---

(1 second pause)

End of text for PASSAGE ONE

(3 seconds pause)

---

PASSAGE TWO: A notice of 356 words.

(3 seconds pause)

Text begins:

(1 second pause)

*(shoulder heading, closed capitals, underscore)* EXTRACTS FROM BOOKING CONDITIONS  
*(paragraph)*

*(figure)* 1 Your completed and signed booking form must be accompanied by the deposit *(fullstop)*. /  $\frac{1}{4}$

The booking is not confirmed until the date shown on the invoice which is when the contract between the *(initial capital)* Company and you comes // into force *(fullstop)*. Should we be unable to confirm your booking your deposit will, of course, be returned immediately.  $\frac{1}{2}$   
*(paragraph)*

2 The balance of the /// cost of the holiday must be paid no later than *(figure)* 8 weeks before departure *(fullstop)*. If, for any reason, the balance is not received // by the due date we reserve the right to treat your booking as cancelled by you. *(paragraph)*  $\frac{3}{4}$  1

3 Should you wish to change any details / of your booking we will always do our best to help *(fullstop)*. We will, however, make an amendment charge amounting to *(figure sign)* 2% // of the total cost *(fullstop)*. All amendments by you must be confirmed to us in writing within 5 days *(paragraph)*.  $\frac{1}{4}$   $\frac{1}{2}$

4 If we cancel your /// booking, perhaps because we have not reached the minimum number of passengers required, we will give you the choice of transferring to another holiday of // similar value without further charge or a full refund of all money paid. *(paragraph)*  $\frac{3}{4}$  2

5 We accept responsibility *(R-E-S-P-O-N-S-I-B-I-L-I-T-Y)* for the standard of / our holidays and undertake to maintain such standards in a manner appropriate to the cost of the holiday *(fullstop)*. We have taken all reasonable care // to ensure that suppliers such as hotels, coach and ferry companies are fit concerns complying with the laws of the countries in which they operate /// *(fullstop)*. If you *(dash)* – or any member of your party *(dash)* – suffer any loss through the negligence of our *(initial capital)* Company or any of // its *(initial capital)* Agents during your holiday we shall compensate you provided that such compensation is requested within 90 days from the date of loss. / *(paragraph)*  $\frac{1}{4}$   $\frac{1}{2}$   $\frac{3}{4}$  3

6 In the unlikely event that you feel in any way dissatisfied *(D-I-S-S-A-T-I-S-F-I-E-D)* with any aspect of your holiday please bring this // to our attention as soon as possible *(open bracket)* (together with the name of the supplier of the services in question *(close bracket)*) so that /// the matter can be resolved at once. *(paragraph)*  $\frac{1}{2}$   $\frac{3}{4}$

For a *(closed capitals)* COMPLETE copy of the booking conditions *(colon)* : telephone 01726 1452 quoting *(open double // quotes)* “our reference 777 *(hyphen)* -5. *(fullstop, close double quotes)*.” *(paragraph)*  $\frac{1}{4}$  4

---

(1 second pause)

End of text for PASSAGE TWO

(3 seconds pause)

This concludes Audio Transcription Examination (Intermediate 100) TY-AUT 32

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## Model answers

### INTERMEDIATE 80 wpm

#### Passage one

15 September 2003

Mr and Mrs R Short  
8 Station Road  
Bristol  
BS3 4GB

Dear Mr and Mrs Short

Thank you for your enquiry concerning the short breaks which are available through the Universal Travel Club.

I can confirm that a few places are still available on the 5-day break in London that commences on the first Friday of next month. Should you wish to join the group arriving on that date it will be necessary for you to confirm your booking no later than Monday of next week – a quick telephone call to the Club on 08457 3432 is all that is needed to secure a place.

Should you wish to join in this holiday note that you are expected to make your own way to the Central Park Hotel in the heart of London's West End ready for a Welcome Meeting at 10 am on the Friday. Our staff will introduce themselves and outline detailed plans for the 5 days.

In the past these special short breaks have been very well received by all those who have taken part and we have made a number of suggestions arising from previous occasions in our present plans.

We welcome your interest and can promise you that we have done everything we can to make sure you have an enjoyable and worthwhile stay in this wonderful city. Whether your interests lie in: shopping/sightseeing/museums you will find our expert guides ready and willing to assist you.

Yours sincerely

## **INTERMEDIATE 80 wpm**

### **Passage two**

#### EMERGENCY PROCEDURES

In the event of fire or any other emergency the set procedure will be followed where possible and this will be displayed in a place where it is easily accessible. This details the action to be taken in the event of a child's clothing catching fire, or a fire being discovered, a fire alarm heard, or if any of the other emergency services are required.

Should an emergency occur or smoke alarms go off a special bell will be rung and the priority will be to ensure the children are moved to a place of safety as quickly as possible. They will be taken out of the building by staff using the stairs then out of the nearest available 'Fire Exit' door which will be clearly marked. Children and staff will gather in the car parking area away from the building.

Staff will take with them, if possible, the register, a mobile phone, and hats and coats to keep the children warm if necessary. If the building has to be cleared completely certain staff will have the responsibility for checking particular areas within the building and contacting the relevant authorities. Parents will be notified of any emergency and children will be cared for until a responsible adult arrives.

Fire drills will be carried out on a regular basis (and on different days to cover different groups of children), and the date, time, duration and numbers of staff and children involved will be recorded.

## INTERMEDIATE 100 wpm

### Passage one

15 September 2003

Mr W Brown  
25 Flower Avenue  
Coventry  
CV4 3UQ

Dear Mr Brown

### COACH HOLIDAYS BROCHURE

Thank you for requesting our latest brochure.

There are many reasons to take a holiday with us. First of all, with every one of our holidays you are always collected, absolutely free, from one of over 300 points throughout the country and you will always travel on one of our fabulous luxury coaches and stay in the most comfortable hotels.

Secondly, do not forget our famous holiday excursions. Many are completely free of any charge and are included as part of your holiday. These excursions allow you to see the sights and explore the country wherever you go on holiday.

### FANTASTIC HOLIDAYS

Within the enclosed brochure there is a great selection of holidays to choose from, whether you fancy a short break in Europe, a trip to the mountains, or a look at the culture of Italy.

### BOOKING IS EASY

To make sure you get the holiday you want, contact our booking hotline on 01726 1452. Then simply tell us where you want to go, and when, and leave the rest to us. We are open six days a week from Monday to Saturday during normal office hours. We accept all major credit and debit cards.

Do not forget, if you would like to travel with friends and family, or as part of a club, contact our Special Groups Department. In every group of ten passengers, one travels free.

You will never find better value!

Yours sincerely

## INTERMEDIATE 100 wpm

### Passage two

#### EXTRACTS FROM BOOKING CONDITIONS

- 1 Your completed and signed booking form must be accompanied by the deposit. The booking is not confirmed until the date shown on the invoice which is when the contract between the Company and you comes into force. Should we be unable to confirm your booking your deposit will, of course, be returned immediately.
- 2 The balance of the cost of the holiday must be paid no later than 8 weeks before departure. If, for any reason, the balance is not received by the due date we reserve the right to treat your booking as cancelled by you.
- 3 Should you wish to change any details of your booking we will always do our best to help. We will, however, make an amendment charge amounting to 2% of the total cost. All amendments by you must be confirmed to us in writing within 5 days.
- 4 If we cancel your booking, perhaps because we have not reached the minimum number of passengers required, we will give you the choice of transferring to another holiday of similar value without further charge or a full refund of all money paid.
- 5 We accept responsibility for the standard of our holidays and undertake to maintain such standards in a manner appropriate to the cost of the holiday. We have taken all reasonable care to ensure that suppliers such as hotels, coach and ferry companies are fit concerns complying with the laws of the countries in which they operate. If you – or any member of your party – suffer any loss through the negligence of our Company or any of its Agents during your holiday we shall compensate you provided that such compensation is requested within 90 days from the date of loss.
- 6 In the unlikely event that you feel in any way dissatisfied with any aspect of your holiday please bring this to our attention as soon as possible (together with the name of the supplier of the services in question) so that the matter can be resolved at once.

For a COMPLETE copy of the booking conditions: telephone 01726 1452 quoting “our reference 777-5.”

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# Shorthand Speed (8980)

50-120wpm

## Aim of the qualification

Success in the examination demonstrates the ability to take down dictation using a recognised shorthand system.

It is to the obvious advantage of secretaries and PAs to demonstrate that they are able to take down dictation but those training to become journalists, reporters will also benefit.

Although there are no formal requirements for entry to the subject it is recommended that non-native speakers of English have at least Intermediate Level English.

## The examination

The examination is at various speeds in stages of 10 from 50 – 120 words per minute and each speed is a free-standing single subject with its own certification. Booklets containing passages at the various speeds are provided for the examination.

Each passage is of three minutes duration and the content is mainly business material. Full stops and paragraphs are dictated and included in the word count. Dictation may be live or pre-recorded by the centre. Transcriptions may be handwritten, typewritten or word processed.

Candidates should be grouped so that dictation of all the test passages does not exceed 25 minutes. The following speed groupings are recommended: 50-90wpm; 90-120wpm.

Candidates may take down any or all of the passages dictated. Candidates submitting more than one test should be allowed the full extra time for each speed being transcribed ie 30 minutes per transcription.

## Administration

Examination papers may be opened up to 25 minutes before the start of the examination so that the reader can become familiar with the passage(s). Where more than two speeds are being taken, papers may be opened earlier.

The passages may also be dictated on to a machine at the appropriate speeds in advance of the examination by the centre. In this case, the paper can be opened at a time convenient for the pre-recording. It must be re-sealed once this is complete and both the recording and hard copy kept in a secure location by the examinations officer until the date of the examination. This recording can then be used for the examination and the reader's presence would not then be required. All examination material must be erased from machines and disks as soon as possible after the end of the examination.

Centres may choose to provide an introductory 'warm-up' passage, but this is not to be regarded as part of the examination, nor is it to be submitted with the candidates' scripts.

Passages must be dictated once only and the time allowed for dictation (ie three minutes per test) must not be exceeded. Passages are marked in quarter minutes as a guide to the reader. The reading and timing must be carefully checked by an Invigilator. Misreadings and mistimings should be noted and recorded afterwards on the examination paper. Under no circumstances should candidates be informed of these misreadings. All full stops and paragraphs should be read.

The shorthand notes may be in any recognised shorthand system or in Braille, and the original notes must be attached to the transcript with the candidate's name and speed taken clearly visible. Centres must indicate on the entry form the version of shorthand used or whether Braille or Stenograph is used. It should be noted that notes taken by means of a stenograph machine are accepted at all speeds.

In no circumstances is a fair copy of the shorthand notes to be made and substituted for the original, nor may any alterations be made to the original notes. After dictation candidates may if they wish, write in the margin, but not over the shorthand notes, the correct outlines to facilitate transcription. Candidates must not be allowed to take notes out of the examination room. Shorthand notes which are not transcribed must be collected and destroyed.

The shorthand notes may be taken with either pen or pencil. Candidates must write their transcripts in ink, or type or word process them. In all cases Centres are expected to provide A4 size paper for transcriptions and candidates submitting handwritten transcripts should **not** use paper from their shorthand notebooks for this purpose. Candidates may print only one copy of each passage.

Where transcriptions are word processed, printing may take place outside the examination time and may be done by the Invigilator/Specialist Tutor. It is the candidate's responsibility to assign a name and store the document, after which no amendments may be made. At the end of the printing, all documents must be erased from the storage media.

In examinations where dictation and transcription take place in the same room, transcription must not commence until the reading of **all** the required passages has been completed. Where transcription takes place in another room candidates may proceed, under supervision, to the transcription room immediately the speeds for which they have entered have been read. All work must cease promptly at the stipulated time.

English dictionaries, bilingual dictionaries and/or shorthand dictionaries and Spellchecks may be used at all speeds.

All tests are based on a three-minute reading. This reading will take the form of either a business letter or a passage of mainly business content. Specialist words and unusual and intricate sentence structures will be avoided in 50-90 wpm tests.

Specialised vocabulary and technical terms will be kept to a realistic minimum at all speeds.

The passages conform to an overall syllabic intensity that does not exceed 1.5.

The time allowed for transcription is 30 minutes for each speed taken.

## Assessment

For a **Pass** all Shorthand Speed passages will be assessed on the basis of a 6% error tolerance. For example, in a test at 100 wpm where 300 words are dictated, the total number of penalties must not exceed 18. Penalties are imposed for mistranscriptions, omissions, words in excess, faulty spelling and punctuation. The misuse of commas, not affecting the sense, will not be penalised.

**First Class Passes** are awarded to candidates whose transcription is accurate to an error tolerance of 1% or better.

A certificate endorsed with 'Typewritten/Word Processed Transcription' will be awarded to candidates who produce mailable copy on a typewriter, and a certificate endorsed with 'Word Processed Transcription' will be awarded to candidates who produce mailable copy on a word processor. For those candidates who submit a transcript which is not mailable copy, a certificate will be awarded indicating the shorthand speed only.

Typed and word processed transcriptions will be assessed for their 'mailability' on the basis of a 3% error tolerance.

## Advice for candidates

In order to achieve success in the examination it is necessary throughout the learning process to proof-read the finished work, identifying and correcting errors. Constantly practising the correct outlines will help the candidate to reproduce them automatically.

It is essential that the theory rules are understood and that they can be applied so that outlines are written without hesitation.

It will be a great benefit to know all the abbreviating devices and the principles of phrasing.

Punctuation is dictated in the examination and should be indicated in the shorthand notes.

It should be remembered that shorthand is not a memory aid, but a precise skill and therefore accurate outlines and punctuation marks are essential components of the skill.

Remember that there is no place for longhand in shorthand notes. Correct outlines are faster and easier to write and to transcribe. Writing longhand when taking dictation indicates a lack of confidence in the shorthand system intimating that thorough revision is necessary.

Guidance and training on how and when to use a dictionary should be practised throughout the course and at least one dictionary should be available in the classroom. A high standard of spelling is expected, not only in the examination room, but also in the work situation.

Confidence in writing accurately can be developed. Once students are writing without stress, and have demonstrated a reasonable standard of accuracy at a given speed for 2 or 3 minutes, it is time to move to a faster level of speed for just one minute. This can be extended gradually to 3 or 4 minutes.

Should an outline present difficulties it is advisable to attempt something – but never longhand. Immediately after the dictation help should be sought.

It is good practice to write at 10 - 20 wpm above the examination speed for at least one minute.

Each session of shorthand learning should include the reading aloud of printed shorthand, and this should be repeated a number of times.

Short forms and common words should always be written without hesitation.

There is a higher success rate where candidates submit transcriptions completed on a typewriter or word processor. These candidates are being trained in the two skills involved throughout the course and as a result perform well at examination time.

It should always be remembered that handwritten transcripts must be legible and should not contain spelling errors.

## Marking criteria

Shorthand notes are not marked but **must** be submitted so examiners can verify the transcription. A pass is awarded when errors do not exceed 6%. This means, for example, to pass at 100 wpm no more than 18 errors will be allowed.

A mark is deducted for:

- each mistranscription

If a previous error has led to the candidate adding or changing words to make the following passage grammatically consistent, appropriate penalties are deducted (one mark per word) eg: The woman gives her advice. The women give their advice – results in 3 penalties.

- each word omitted

If a candidate 'jumps' from a word to the same word further on in the notes, the omitted words each incur a one mark penalty. If the candidate 'moves' a group of words from their correct place to another part of the transcription, these 'wrongly placed' words are totalled and penalised at one mark each, but only ONCE.

- each word in excess
- each word misspelled, including plurals

The same word spelled incorrectly more than once in an examination is penalised on the first occasion only. Many words have acceptable alternative spellings, eg sympathise/sympathize, judgment/judgement. Such alternatives are not penalised.

If proper names are not spelt as in the examination's original, provided the spelling given is a correct transcription of the shorthand note, it is accepted even if not the normal name-version, eg Payne/Pain/Paine, Gray/Grey, Hart/Heart.

- misuse of apostrophes

If the text makes it clear whether the word is singular or plural, then each incorrect apostrophe placement is penalised.

- incorrect punctuation resulting in a change of sense

Each incorrect or omitted indication of a paragraph is penalised.

Each incorrect or omitted fullstop ending a sentence is penalised by one mark.

The one mark penalty also includes the subsequent incorrect sentence start.

Other punctuation is not penalised unless it alters the meaning of a sentence.

- Figures may be transcribed as words or numerals.
- Hyphenated words – interpretations which are different from the examination paper are not penalised where there is no longer a hard and fast rule about the use of a hyphen.
- A word is penalised only once – eg if a word is wrongly spelt and the apostrophe is also omitted there is one one penalty deduction (1 mark).
- An error which is repeated does not lose any further marks.
- Obvious mishearings are not penalised – eg "40 years ago" instead of "14 years ago".

### **Typewritten/Word Processed Endorsement**

To qualify for this endorsement a candidate must not exceed an error tolerance of 3%. Although marks are deducted for major typewriting/word processing errors, uneven left-hand margins, poor erasing, incorrect word division and punctuation.

One mark is deducted for each typing error as follows:

Errors in any one word. Spaces and punctuation marks are considered parts of the preceding word.

- Each letter missing, additional, unrecognisable, superimposed, wrong, uneven, piled, transposed, clearly above or below the writing line.
- Uneven left-hand margin.
- Inconsistency and inaccuracy of paragraphing.
- Untidy, noticeable correction/erasing.
- Incorrect line spacing.

- Uneven typing line, ie when it is not parallel to those preceding it.
- Confusion of punctuation, eg open/closed.

Some errors could be categorised as both Shorthand and Typing. In such circumstances the following guidelines may be useful:

Omitted words subsequently inserted above typing line or in margin are treated as a typing error. If a space was left and the words inserted reasonably neatly, no penalty arises.

If an incorrect word is obviously the result of a mis-keying, eg 'rhe' for 'the', it is penalised as a typing error. However, 'there' instead of 'their' is penalised as a shorthand error.

## Weakness reports

When a candidate fails a Shorthand Speed examination a Weakness Report is issued and a careful reading of this will enable the candidate to concentrate on those areas of weakness which were evident and so to approach a re-sit with more confidence.

### Code A – Failed narrowly

This indicates that the candidate came within 5 marks of a Pass.

### Code B – Gaps in transcription

This could be caused by lapse in concentration during the dictation, or it could be lack of adequate outline knowledge.

Candidates should be shown how to avoid accidental omissions by having their notes and the transcript side by side, finger of one hand on the first line of shorthand and finger of the other hand on the first line of the transcript. The work should be checked carefully line by line. Remember that we often read what we think should be there rather than what actually **is** there!

### Code C – Mistranscription

Inaccuracy in taking down the dictation could be the cause of this, or a lack of outline theory, or inaccurate rendering of the longhand. Inability to transcribe notes accurately.

Class and homework time must be given to reading personal shorthand notes. Candidates must be shown how to 'read for speed' and advised, 'The faster you can read shorthand the faster you can write it.'

### Code D – Transcription passage incomplete

Candidates should always have a 'reserve' speed and be capable of writing for one minute at 10-20 wpm above the examination speed. Such an ability will provide a cushion so that one may cope with unfamiliar words. Ensure that the shorthand notes are accurate from Day One of the course and this should be maintained throughout the course. Rapid and accurate transcription comes only from accurate notes. Some mock tests well in advance of the examination date will prepare students for the real event and enable them to pace themselves and be totally familiar with the examination format. Candidates will thus feel at ease with themselves and with the examination atmosphere.

### Code E – Incomplete mastery of grammar

Each shorthand lesson should also be an English lesson. Common errors include lack of knowledge concerning verb tenses, grammatical agreement, apostrophes, plural forms. The possession of a dictionary should be encouraged and guidance on its use given. Those for whom English is not a first language should take particular care. Reading serious articles regularly will be of immense benefit if this is a known weakness.

### Code F – Sentence endings at fault

This is allied to Code E.

Following classroom dictation students should be asked to count how many fullstop signs they have in their notes. Candidates should be aware that punctuation signs are just as important as other outlines.

### Code G – Word endings at fault

Again this is allied very much to Code E.

### Code H – Spelling faulty

The careful reading of serious articles in newspapers and magazines will go some way to rectify this weakness. Unfamiliar words should be researched in a good dictionary and the spelling committed to memory.

## **Additional weaknesses**

### **Failure to proof-read the transcript**

Proof-reading should be taught because it is an important tool. Used correctly it can save many marks and may well be the difference between Pass and Fail. It is easier and faster to check and correct errors on a page of transcript whilst the page is still in the typewriter or on the screen. Doubtful spellings should be checked in a dictionary. If a sentence does not make sense then something is wrong and the notes must be checked.

### **Nerves**

A number of candidates may fail in the examination because of nerves and not because they lack knowledge of the subject. From the very early stages of the course confidence should be built into the candidates' ability to read their own notes. It should be stressed that all shorthand is written for immediate/eventual transcription. Notes, accuracy and speed are developed together throughout the course.

### **Recommended Reading**

Required reading must include:

- Syllabus booklet – This should be not only for the subject tutor but for each individual student as well.
- Weakness Reports – Subject tutors should discuss any such reports issued with the students concerned. Such reports may also indicate areas of concern in which the tutor should concentrate to improve performance.
- Examinations Report – Each year a report on the examination results is published and careful reading of this will bring much benefit not only to teaching staff but to students also. The report contains a great deal of useful information about the results and highlights the main weaknesses and how to overcome them. Areas of good performance are featured as well as points of concern.
- Past and/or Sample Papers – These are available for all examinations and should be used well in advance of the examination date. Mock examinations based on this material enable a teacher to forecast examination performance and prepare candidates for the real event.

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**SHORTHAND SPEED**

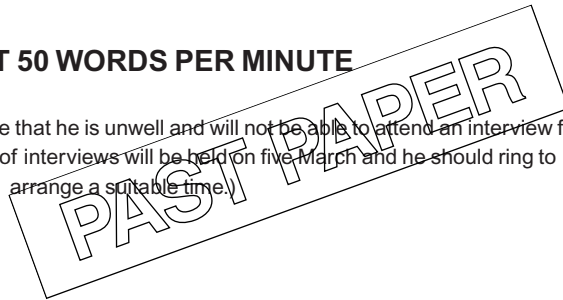
**TESTS AT 50-120 WORDS PER MINUTE**

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8980-01-001 (SH-SP)**  
**21120**

**TEST AT 50 WORDS PER MINUTE**

(A letter to Mr Cook about a message that he is unwell and will not be able to attend an interview for sales staff, and that a second set of interviews will be held on five March and he should ring to arrange a suitable time.)



Dear Mr Cook (*paragraph*)

Thank you for telephoning my secretary yesterday with / regard to the 1/4  
interviews we are holding tomorrow for sales staff with this // firm. 1/2  
(*fullstop*) I was out of the office all day yesterday on /// business but 3/4  
received your message first thing this morning. (*paragraph*)

I was very **I** sorry to learn that you are unwell and that you will 1  
therefore / not be able to attend your interview. (*fullstop*) However, 1/4  
you may be interested // to know that we are holding a second set of 1/2  
interviews next /// Tuesday five March. (*fullstop*) We had a large 3/4  
number of applicants in response **I** to our advertisement and we 2  
therefore decided to hold the interviews on / two days. (*paragraph*) 1/4

If you think you will be well enough to come // along next Tuesday, 1/2  
then please ring me or my secretary. (*fullstop*) I /// am quite sure we 3/4  
can then arrange a suitable time. (*paragraph*)

Yours sincerely **I** 3

## TEST AT 60 WORDS PER MINUTE

*(Letter to Mrs Barasa about an important conference, and changes made to the hotel including enlarging the conference room and an increase in the number of bedrooms, restaurants and meeting rooms)*

Dear Mrs Barasa (*paragraph*)

Thank you for your recent letter about a conference booking. (*fullstop*) / You say that your company is planning an important conference in the autumn and you // would like to use our hotel. (*paragraph*)

$\frac{1}{4}$

$\frac{1}{2}$

I notice that the last time you held /// a conference in our hotel was more than four years ago. (*fullstop*) You may not // be aware that we have made some changes to the hotel during the last eighteen / months. (*fullstop*) We have increased the number of bedrooms from seventy-five to one hundred // and we now have two restaurants. (*fullstop*) We have also built two small meeting rooms /// and enlarged the existing conference room. (*paragraph*)

$\frac{3}{4}$

1

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

I would like to invite you to visit // the hotel in order that you can see the changes we have made. (*fullstop*) If / you give my secretary a call, she will arrange an appointment for your visit. (*fullstop*) // I hope you will also be able to join me and my conference manager for /// some lunch on that day. (*fullstop*) I look forward to your visit. (*paragraph*)

2

$\frac{1}{4}$

$\frac{1}{2}$

$\frac{3}{4}$

Yours sincerely //

3

## TEST AT 70 WORDS PER MINUTE

(A letter to Miss Tapp from a credit card company enclosing an application form. The advantages of this card are insurance against loss or damage and it is accepted all over the world for holiday or business.)

Dear Miss Tapp (*paragraph*)

Thank you for your enquiry about our credit cards. (*fullstop*) We have pleasure / in enclosing an application form together with a leaflet giving details of the terms and conditions. (*paragraph*) 1/4

There // are many advantages to having one of our credit cards. (*fullstop*) The main advantage is that it /// is accepted in a large number of countries all over the world. (*fullstop*) Whether you travel on holiday // or on business you will find our credit card very useful. (*paragraph*) 1/2  
3/4  
1

When you buy items using / our credit card, the items will be insured by us for three months against loss or damage. (*fullstop*) // You do not have to do anything to benefit from this special insurance as we arrange everything /// for you. (*paragraph*) 1/4  
1/2  
3/4

When we issue your new card we will inform you of your credit limit. (*fullstop*) // If you think that the limit we give you will not be high enough to meet your / needs, then please telephone us and we will consider increasing your limit. (*paragraph*) 2  
1/4

We are generally able to // issue new credit cards within seven days and you could therefore be using your new card very /// soon. (*fullstop*) We look forward to receiving your completed application form in the near future. (*paragraph*) 1/2  
3/4

Yours sincerely // 3

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## TEST AT 80 WORDS PER MINUTE

(A letter to Mr Jackson informing him that his car insurance is due for renewal. Premiums can be paid in monthly instalments. Discounted membership of a car rescue service is recommended.)

Dear Mr Jackson (*paragraph*)

We are writing to inform you that your car insurance is due for renewal at the / end of this month. (*fullstop*) We have pleasure in enclosing your renewal notice which shows the premium payable and, as // you will see, this year we have not increased the premium. (*paragraph*)

You can pay the premium by cheque or /// credit card. (*fullstop*) We can also offer you the option of paying in monthly instalments. (*fullstop*) We do charge extra // for this service but if you would prefer to pay by this method then please contact us and we will / be pleased to arrange this for you. (*paragraph*)

During the course of last year we arranged for our customers to // have discounted membership of a car rescue service. (*fullstop*) Membership is therefore open to you and gives many excellent benefits /// and services. (*fullstop*) This service provides help if you have broken down or had an accident on any public road // in this country. (*fullstop*) Information about membership of this service is given in the enclosed leaflet and we recommend that / you should join as soon as possible. (*paragraph*)

We must receive your payment at least one day before your current // insurance is due to end. (*fullstop*) As soon as we receive payment we will send your insurance certificate. (*fullstop*) We /// would like to remind you that it is against the law to drive a car without insurance. (*paragraph*)

Yours sincerely //

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## TEST AT 90 WORDS PER MINUTE

(A letter to Mr Kanji about a company which specialises in equipment for camping and other outdoor activities, the stand at the Outdoor Activities Fair, and enclosing a spring catalogue)

Dear Mr Kanji (paragraph)

Further to your telephone call, I am pleased to enclose a copy of our spring catalogue.

*(fullstop)* I / understand that you are planning a camping trip for a group of twenty people during the summer months. *(fullstop)* As you may already // know, we are one of the largest companies which specialises in equipment for outdoor activities.

*(fullstop)* We are also one of the /// oldest companies and have been supplying this type of equipment for nearly seventy years. *(fullstop)* Our team of expert buyers visits all parts // of the world to find the latest products available to offer to our customers.

*(fullstop)* You may be assured that all our / products are of the highest quality.

*(paragraph)*

You may also be interested to learn that you can visit our stand at the Outdoor // Activities Fair which is to be held in your city next month. *(fullstop)* There will be a wide range of camping equipment /// on show and our sales staff will be able to answer any of your questions. *(fullstop)* They will be able to give you // practical advice and help on all aspects of camping as all of them take part in outdoor activities.

*(fullstop)* I am sure / you will be pleased to know that we offer generous discounts to groups such as yours if you spend more than one hundred // pounds on our products.

*(paragraph)*

I enclose a leaflet which gives more information about the Fair and you will see that our /// stand is open until ten pm every day. *(fullstop)* I look forward to seeing you at the Outdoor Activities Fair. *(paragraph)*

Yours sincerely //

---

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1

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¾

2

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½

¾

3

## TEST AT 100 WORDS PER MINUTE

(A memo about letters of complaint from four customers, calling a meeting to discuss plans to improve customer services and combine new technology with old-fashioned customer service to achieve total customer satisfaction)

I have been very disappointed to receive letters of complaint from four customers during the last month. *(fullstop)* All of them were quite satisfied with / the work we carried out on their cars, but were not pleased with the attitude of our staff who dealt with them. *(fullstop)* One of // the customers feels so strongly about this that she states she will not use our company again. *(paragraph)*

1/4

1/2

We certainly cannot afford to lose customers /// in this way. *(fullstop)* I intend to call a meeting of senior staff next Monday at two o'clock in order to discuss this matter, and // to make some plans to improve our customer service. *(fullstop)* I have contacted the local college and have been informed that they run courses on / the importance of good customer service and I have invited one of their trainers to attend the meeting.

3/4

1/4

*(fullstop)* I would prefer the courses to // be held here, so that we could design the content to meet our specific needs. *(fullstop)* This obviously needs a great deal of thought and /// discussion. *(fullstop)* I should therefore be grateful if you could come to the meeting with your ideas on what needs to be included and the // best methods of presentation. *(fullstop)* I imagine we should need to hold two or three separate courses which would deal with the special training requirements / of different groups of our employees. *(paragraph)*

1/2

3/4

1/4

Since we installed our new computer system, I think we may be relying too much on technology to // provide all the solutions. *(fullstop)* However, I believe that modern technology needs to be combined with old-fashioned customer service to provide a perfect balance ///. *(fullstop)* Excellent customer relationships are basically about people and this should not be overlooked. *(paragraph)*

1/2

3/4

We must make total customer satisfaction our main aim. *(fullstop)* //

3

## TEST AT 110 WORDS PER MINUTE

(A letter to Mrs Williams from a bookshop about full-time vacancies and a part-time post with the opportunity to work extra hours to cover for staff sickness and holidays)

Dear Mrs Williams (*paragraph*)

Thank you for your letter of sixteen June, in which you enquire whether we have any full-time vacancies in our bookshop. (*fullstop*) / 1/4  
Unfortunately, we have to tell you that we currently have no such vacancies. (*fullstop*) We recently appointed two new members of staff and it does not seem likely // that any full-time vacancies will occur in the near future. (*paragraph*) 1/2

However, we should be pleased to put your details on our file and we would /// certainly contact you if a vacancy occurred. (*fullstop*) If you were still interested we should be happy to consider you for the post. (*fullstop*) We were very impressed // with your qualifications and also the fact that you had experience of working in a library and two large bookshops. (*fullstop*) We note that all your previous / employers have stated that they would be delighted to provide references on your behalf. (*paragraph*) 3/4  
1  
1/4

We do have another suggestion to make which may be of interest to // you. (*fullstop*) We have just made a decision to appoint a part-time employee on a six-month contract to help us out during busy times. (*fullstop*) /// Although we have not finalised the details, we think we would offer Thursday and Friday each week from nine am to six pm and Saturday from nine to // seven. (*fullstop*) We could offer a good hourly rate of pay and there might also be the opportunity of working extra hours to cover for staff sickness / or holidays. (*paragraph*) 1/2  
3/4  
2  
1/4

Without knowing more about your personal background, we cannot tell whether this would appeal to you. (*fullstop*) We should be grateful, therefore, if you would // contact us as soon as possible to let us know whether or not you are interested. (*fullstop*) If you are, we will then arrange a suitable date /// and time for you to come in so that we can discuss the matter in more detail. (*paragraph*) 1/2  
3/4

We look forward to hearing from you. (*paragraph*)

Yours sincerely // 3

## TEST AT 120 WORDS PER MINUTE

(A letter to Mrs Johnson about membership of a health club which has a spa complex, swimming pool, exercise and dance classes, gymnasium, hair and beauty treatments, club lounge and bar.)

Dear Mrs Johnson (*paragraph*)

Thank you for your telephone call asking about membership of this health club. (*fullstop*) I have pleasure in enclosing our brochure which gives all the details / of the facilities we offer our members. (*fullstop*) Our membership fees are very low compared with other health clubs and at the moment we are offering a special discount to // any person who joins the club during the next six weeks. (*fullstop*) As you will see from the enclosed information you can join the club for one month or one /// year, but annual membership gives much better value for money. (*paragraph*)

We have an excellent spa complex with a large swimming pool where life guards are on duty at all **I** times. (*fullstop*) Children are only allowed in the club on certain days and there is also a small pool where they can learn to swim. (*fullstop*) Swimming lessons for both / children and adults can be arranged on either Saturday or Sunday afternoons. (*paragraph*)

As well as daily exercise and dance classes there is also a gymnasium which is equipped with // all of the latest exercise equipment. (*fullstop*) Employees are on duty in the gymnasium throughout opening times and they are there to offer help and advice on how to use /// the exercise equipment. (*paragraph*)

Hair and beauty treatments can be booked at an additional cost and you will find full details and prices in our brochure. (*fullstop*) The employees who **I** work in this department are all experienced and very well qualified, and you can therefore be confident that you will receive the very best attention. (*paragraph*)

In order that you / can see for yourself how good our club is, we are offering you and a friend a free visit. (*fullstop*) You will be able to use the spa complex and // the gymnasium on any day, and we have a club lounge and bar where food and drink is served throughout the day. (*fullstop*) If you would like to take advantage /// of this special offer please telephone us and we will book this for you. (*paragraph*)

We look forward to hearing from you in the very near future. (*paragraph*)

Yours sincerely **I**



# Typewriting (8972)

## The examination

The aim of the examination at each level is to demonstrate practical skills and ability in producing a range of texts via a keyboard in a given time. This can be on a typewriter or a word processor. Erasures and corrections are permitted.

The target group is anyone who needs to develop their skills in using a keyboard for producing a variety of texts accurately and efficiently.

The examination is available at three levels: Elementary, Intermediate and Advanced. Each of these levels is a free-standing unit with its own certification.

## Elementary level

This examination is 1 hour 30 minutes plus 5 minutes' reading time. Note making is allowed during reading time.

The Elementary level examination is essentially a progress test, and candidates are expected to copy accurately from the examination paper. They should follow explicitly the instructions given at the top of each task, but unless specific instructions are given to the contrary, any method of display and style is acceptable, provided consistency is maintained within any one task. The examination consists of five tasks which will include copying simple material from manuscripts, eg business letter, tabulation, memo, notice.

Candidates will need to be able to type at a minimum speed of 25wpm to complete the paper.

## Intermediate level

This is a two hour examination plus 5 minutes' reading time. Note making is allowed during reading time.

In this examination, the candidate will be expected to produce neat, well-displayed work in all aspects of typewriting likely to be encountered in a general office or junior secretarial position.

The examination consists of five tasks which will include typing different material from manuscripts eg business letters, memoranda, lists, ruled tabulation, proof-reading a short passage and typing a correct version of it. Expansion of abbreviations will also be tested.

Candidates will need to be able to type at a minimum speed of 35 wpm to complete the paper.

## Advanced level

At Advanced level, the candidate is expected to cope with work of a more complex nature quickly and efficiently. The aspects of typewriting likely to occur within any secretarial position should be covered when preparing for this examination.

The examination is 2 hours 30 minutes plus 10 minutes' reading time. Note making is allowed during reading time.

The tasks set will require the exercise of intelligence and judgement. Continuous technical or mathematical matter may appear in the examination. Manipulation (eg combination characters, superior and inferior characters) may also be required.

The examination consists of six tasks which are similar to those set in the Intermediate examination but of a more difficult kind. For example, task requirements may include typing committee documents such as minutes, itineraries, a short report with sub-headings in addition to business letters and tabulated material. Expansion of abbreviations and the correction of deliberate inconsistencies will also be tested.

Candidates will need to be able to type at a minimum copying speed of 50 wpm to complete the paper.

## Marginal amendments

The following signs known as printer's proof signs are used to indicate amendments to manuscript tasks.

### Correction signs

- *LC* Replace the capital letters that are underlined.
- *UC* Replace the lower case letters that underlined.
- — — *stet* Leave in and type the crossed-out word that is underlined with a broken line.
- ↔ *trs* Reverse the order of the letters, words or phrases. Sometimes they are numbered for clarity. The numbers should not of course be typed.
- NP** Begin a new paragraph where you see **□** in text.
- ↪ Do not begin a new paragraph as shown – run on with the previous one.
- ⌵ Delete letter(s) or word(s) struck through.
- ^ Caret. Insert additional matter at the point shown.
- ^# Insert space where shown.
- Close up the space.
- (BINARY)** An unfamiliar word, or a word that may not be clearly written, is repeated in capitals in the margin in an unbroken or broken ring (as here).
- caps* Use capital letters.
- sp caps* Use spaced capitals.
- ↑ Raise as indicated.
- ↓ Lower as indicated.
- ↵ Move to the right.
- ↶ Move to the left.
- ^⋅ Insert full stop.
- ^, Insert comma.
- ^: Insert colon.
- ^; Insert semi-colon.
- |— Insert hyphen.
- |—| Insert dash.

## Abbreviations

Candidates at Intermediate and Advanced levels will need to be familiar with a number of common abbreviations used in manuscript. A selection of the following abbreviations will always be included in any examination at these levels. Depending on specific instructions given, a task may require that abbreviations are expanded **or** retained.

accom.	accommodation
a/c(s).	account(s)
advert(s).	advertisement(s)
altho'	although
approx.	approximately
appt(s).	appointment(s)
asap.	as soon as possible
bn.	been
bus.	business
cat(s).	catalogues
co(s).	company(ies)
cttee(s).	committee(s)
dr.	dear
def.	definite(ly)
dept(s).	department(s)
dev.	develop
exam.	examination
ex.	exercise
ffly.	faithfully
f/t.	full-time
hr(s).	hours
immed.	immediate(ly)
info.	information
mfr(s).	manufacturer(s)
misc.	miscellaneous
mth.	month
necy.	necessary
org.	organisation
p/t.	part-time
poss.	possible
prob.	probably
recd.	received
ref(s).	reference(s)
resp.	responsible
sh.	shall
shd.	should
sec(s).	secretary(ies)
sinc.	sincerely
temp.	temporary
togr.	together
thro'	through
w.	with
wd.	would
wh.	which
wl.	will
yr(s).	your(s)
eg: Mon.	days of week
eg: Sept.	months of year
Ave.	Avenue
Cres.	Crescent
Rd.	Road
St.	Street
&	and

The spelling of the expanded word must be correct. The words that are often misspelt include: *accommodation, business, committee, develop, manufacturer(s), miscellaneous, necessary, received.*

The abbreviation *recd.* is often expanded incorrectly to *recorded*. The abbreviation *resp.* is often expanded incorrectly to *responsibility*.

## Advice for centres

In order for the examination to run smoothly centres should ensure that the machines and computer equipment are in good order. Ideally they should be serviced prior to the examination. Where old manual machines are still in use care should be taken over the provision of ribbons. It is best if these have not been replaced immediately before the examination.

Dictionaries are allowed at all levels and should be made available to candidates.

All aspects of the syllabus should be covered and all learning objectives completed. This will ensure a thorough understanding of the requirements of each examination.

## Advice for candidates

### Practice

Before the exam make sure you have plenty of practice at working through past papers, sometimes working under strict examination conditions. Supplementary exercises from a variety of sources should also be worked for additional practice.

### During the examination

Make good use of the reading time before typing begins. Read the general rubrics carefully as well as the various instructions for each task. You must complete **all** tasks.

Ensure dates and references are inserted in letters and memoranda. Feel free to write on the examination paper so that you will not forget this. Use a dictionary. This will help you to read manuscript that may not be too clear. In the various tasks read for sense in ascertaining what has been written. Familiarise yourself with the writing style.

At the end of the examination candidates should place their work in numerical order of tasks and firmly staple all sheets together in the top left hand corner. If an envelope has been required ensure this is included but do not waste time typing an envelope if one is **not** required. The candidate's name and the task number should be on each sheet.

## Do's and Don'ts guide

### Copying Test

- Do** remember this is an accuracy test not a speed test
- Do** proof read your work carefully and correct any errors
- Don't** justify your right hand margin

### Letter

- Do** read rubric carefully
- Do** be consistent in your style of layout
- Don't** forget to indicate any enclosure mentioned in the letter
- Don't** forget to type an envelope or envelope shape if required

### Display

- Do** type accurately
- Do** retain consistency of layout
- Do** make use of facilities such as underscoring, boldening, extra spacing, capitals, centring

### Tabulation

- Do** read rubric carefully
- Do** make sure there are equal spaces between columns
- Do** make sure ruling is straight
- Don't** cross vertical and horizontal lines at the edge of the table
- Don't** use a biro that 'blobs'

### Manuscript

- Do** read through exercise before you start
- Do** note any ballooned or marginal instructions before you start
- Don't** type rubbish – if you can't read any of the manuscript try and work it out from the sense of the sentence

### Proof reading

- Do** circle deliberate errors clearly
- Don't** forget to type a correct version
- Don't** circle words you know to be correct

### General

- Do** correct errors neatly
- Don't** forget to check your finished work carefully against the examination paper

## Assessment

Examinations at each stage are marked using a criterion based marking scheme. Candidates' performance is assessed on the criteria of production rate, accuracy and layout and presentation.

All tasks must be completed. Omission of a line or number of lines results in a loss of an accuracy mark for each word omitted. Provided the number of words involved is within the accuracy tolerance specified a pass may be achieved.

All text must be exactly as requested. Errors are totalled and a pass can be obtained providing that the number of errors made lies within the tolerance stated. There is no subjectivity in the marking, neither are extra marks deducted or awarded.

Tolerance levels are as follows:

	Pass	First Class
Elementary	95%	98%
Intermediate	97%	98.5%
Advanced	97%	98.5%

Layout and presentation is an essential requirement and governs the format of the text on the paper. Errors are totalled for instances where the candidate does not produce the text in the form requested or according to keyboarding conventions. A good knowledge of typewriting theory is a necessary requirement.

Accuracy and presentation errors are deducted according to the marking scheme and each category of errors is totalled and the result awarded accordingly. All categories of the marking scheme must be satisfied for a candidate to attain a pass. Further details of the marking scheme may be found below. The table below indicates the pass marks for each of the three levels of examination.

Level	A <b>Pass</b> is awarded if there are no more than		A <b>First Class Pass</b> is awarded if there are no more than	
	Accuracy	Presentation	Accuracy	Presentation
Elementary	22 errors	14 errors	9 errors	6 errors
Intermediate	27 errors	18 errors	14 errors	9 errors
Advanced	45 errors	30 errors	22 errors	14 errors

## Marking criteria

### Accuracy

An accuracy error applies to every word fault where a word is any group of recognisable characters, symbols, row of dots, vertical or horizontal line (not underscore), etc and includes associated punctuation and spacing.

**One** word fault will be deducted for the following:

- Each spelling or typographical error but only one fault to be ascribed to any one word regardless of the number of errors within the word. Any incorrect word will be penalised each time an error occurs
- Each missing or additional word
- Each grammatically incorrect capitalisation, ie start of a sentence and proper names
- Omitted space or additional space
- Abbreviations not expanded correctly

## Layout and presentation

**One** layout and presentation error applies to each of the following:

- Incorrect movement of text – each occasion
- Inconsistent or incorrect capitalisation that is not a grammatical error, ie where an initial capital is used unnecessarily
- Incorrect line spacing – per task (each example)
- Incorrect or inconsistent layout, eg mixed open and closed punctuation style, mixed fully-blocked layout – each, one error per task
- Incorrect typing conventions – one error each convention per task
- Incorrect and/or inconsistent underscore – each omission and addition
- Incorrect centring – one error per instance
- Inconsistent spacing between columns in a table – one error per table
- Failure to leave a minimum margin of 0.5" (1.3 cm) all round – each task
- Poor pagination, ie a continuation sheet which does not contain at least one line of text excluding a complimentary close
- Incorrect margins, ie left-hand irregular; right-hand grossly uneven or wider than left margin; justified right-hand (unless necessary to the task) – each, one error per task
- Poor layout of form or boxed display – one error each instance, eg faulty ruling
- Unacceptable for mailing:
  - Paper not straight, dirty or torn in operation (not in despatch or handling) – each instance
  - Each badly corrected error, eg error visible; damage to surface of paper; over-application of correcting medium; overtyping
  - Commencement of task too high/low on page
  - Unacceptable line-end division, ie in proper nouns, figures, one syllable words or carrying over fewer than 3 letters
- Inconsistencies of style within the text, eg figures, times, dates, measurements, spacing after punctuation – each, one error per task
- Incorrect sort, ie items out of place in listing alphabetically or chronologically – one error per instruction
- The sender's address at the bottom of a letter (the addressee's address can be accepted at the bottom in the case of a personal letter)
- Candidates are not expected, at any level, to invent a postcode or reference (unless specifically told to do so). *Penalties are not imposed, however, if a candidate does invent either of these*
- Reference, date and addressee may be accepted in any order
- the same presentation error appearing on an envelope and in the letter will only be penalised once.

## Proof-reading (Intermediate and Advanced)

A proof-reading exercise is included at Intermediate and Advanced levels. 15 errors need to be identified by the candidate and these include both Accuracy and Layout/Presentation. Each error not identified will incur either one Accuracy (A) or one Layout/Presentation (P) penalty. Wrongly identified errors are not penalised.

On the typed version each typing error incurs either one (A) or one (P), but unidentified deliberate mistakes which are copied are not penalised again.

Should the candidate fail to indicate any errors **three** Accuracy penalties are incurred. In such cases, on the candidate's typed copy deliberate mistakes which are copied will incur a penalty.

In the event that the candidate fails to type a version then each missing word counts as one Accuracy penalty.

## Why candidates fail

All tasks are marked carefully and assessed for accuracy, quality of presentation and consistency of style. Marks are lost for:

- spelling and typographical errors
- missing and additional words
- omitted or additional spaces
- abbreviations not expanded correctly
- instructions to move text not followed
- inconsistent or incorrect capitalisation
- incorrect line spacing
- incorrect or inconsistent layout
- incorrect typing conventions
- incorrect or inconsistent underscore
- incorrect centring
- inconsistent spacing between columns in a table
- failure to leave minimum margin 0.5" (1.3 cm) all round
- incorrect continuation sheet format
- incorrect margins
- poor layout of forms or boxed display
- inconsistencies of style within the text, eg figures, times, dates, measurements, spacing after punctuation
- incorrect sort ie items out of place in listing alphabetically or chronologically
- wrong line-end word division ie in proper nouns, numbers, one syllable words or carrying over fewer than 3 letters
- wrong choice of paper size; poor positioning of work on paper
- untidy, noticeable erasing
- inconsistency and inaccuracy of paragraphing
- wrong interpretation of manuscript and/or interpolations
- incorrect use of extra character keys, eg apostrophes, quotation marks, etc
- untidy, careless or inaccurate ruling
- confusion of punctuation, eg open/closed.



## Weakness reports

A Weakness Report is produced in order to assist candidates and centres to assess which areas of typewriting require further practice. Such a report is prepared for each candidate who does not meet the conditions for a pass.

Code	Meaning	Covers the following areas
A	Failed narrowly	Within 5 marks
B	Insufficient work submitted	Failure to complete work set
C	Lines/paragraphs/sections omitted	Self-evident, eg an omitted envelope
D	Inaccuracy	Omission or repetition of whole line(s) Character missing, additional or wrong Word or figure group omitted/wrong/in excess Transposition of character or word Incorrect spelling
E	Erasures/corrections	Unsatisfactory, poor, insufficient or excessive use of correcting medium, including eraser, paper or liquid Overtyping
F	Manuscript – poor interpretation	Self-evident – often in these cases the typed work does not make sense
G	Typing theory – inadequate knowledge	Line-end division wrong Failure to apply accepted typewriting conventions Insufficient knowledge of specific layout Centring of headings, etc incorrect
H	Inconsistencies of style	Layout, display, measurements, headings, etc have mixed styles within any one task
J	Display/ruling – unsatisfactory	Incorrectly positioned work Poor arrangement of tabulation or display work
K	Instructions not followed correctly	Not typing envelope or equivalent Not representing material in order as instructed Line spacing not as instructed Marginal instructions interpreted wrongly Balloon instructions not followed

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TYPEWRITING

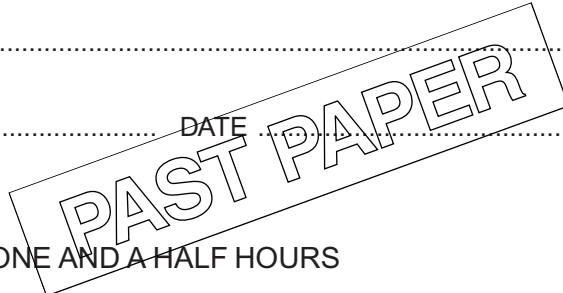
**ELEMENTARY**

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8972-02-002 (TY-2)**  
**21085**

CANDIDATE'S NAME .....  
*(Block letters please)*

CENTRE NO ..... DATE .....



TIME ALLOWED: ONE AND A HALF HOURS  
plus 5 minutes' reading time.

INSTRUCTIONS TO CANDIDATES:

- 1 *The exercises may be typed in any order but should be stapled in numerical order before being submitted for marking.*
- 2 *All instructions should be followed carefully, as failure to act upon them will result in a loss of marks.*
- 3 *Unless instructed otherwise, all letters and memoranda should be dated with today's date*
- 4 *Erasing is allowed in all exercises, and any satisfactory method may be used.*
- 5 *Unless instructed otherwise, you may choose your own paper size.*
- 6 *Any method of display may be used, except when specific instructions are given, and it must be remembered that display is important throughout the examination.*
- 7 *Use a ragged right-hand margin except when a specific instruction to right align is given.*
- 8 *Dictionaries are allowed in this examination.*

**For examiner use only**

COMPLETION	ACCURACY	PRESENTATION

1 Type the following in double line spacing, making your own line endings.

---

Many people go to traction engine rallies. These are held in different parts of the country and people will travel miles to see engines in action.

Traction engines hold a lot of wonder for many people. Some will buy a wreck of an engine to save it from the scrap yard and will then spend two or three years taking it apart, getting rid of the rust, mending the broken parts and finally painting and polishing it.

As well as traction and steam engines, there are many more exhibits and side shows at these rallies. There are often sheep dog handling displays. Vintage cars are on display. Many stalls surround the main arena and various items can be bought. There may be a tug of war competition.

Children love the atmosphere and there are clowns and face painting competitions as well as swings and roundabouts. Hot food stalls, ice cream vans, tea and coffee stands and trade tents are there to cater for all.

The main delight of these rallies is of course the parade of traction and steam engines around the main arena. The noise and smell are unique and these big, shining, colourful engines lovingly displayed by their owners are greatly admired by the many spectators.

2 Type the following letter for despatch today. An envelope or envelope shape is required.

---

Our ref AM/MA

Mr A Beere  
48 Smithy Street  
Cropton  
Pickering  
YO18 8HJ

Dear Mr Beere

In reply to your recent letter, I am writing to inform you that this year's Steam Fair will take place as scheduled. An information sheet is enclosed.

If you wish to attend as a camper, please apply for a permit from the secretary, Mrs B Durham, 23 The Ashes, Sinnington, York, YO62 7BQ. Camping is from 11 am, Wednesday until 11 am, Monday. These times must be adhered to otherwise further charges will be made.

Yours sincerely

Alistair Masters  
Chairman

Enc

3 Display the following.

---

## LATE ENTRANTS

NAME	EVENT	DAY
Peter White	Sheep shearing	Saturday
John Hall	Traction engine	Sunday
Pamela Shaw	Sheep dog	Sunday

Lists are now closed . No further entrants  
can be accepted .

## MEMORANDUM

From Alistair Masters, Chairman

To Christine Cooke, Publicity

Ref

Date

Please note that no further entrants can be taken for any of the competitions.

The lists of all competitions should be finalised and displayed on the notice board in the entrance.

Campers will start arriving late Wednesday morning and all necessary signs should be in place before then. Portable toilets are being delivered on Tuesday.

## STEAM FAIR

Traction engines, steam rollers and  
vintage transport

Sheep shearing and sheep dog handling

Plenty for children to do

Face painting, clowns, roundabouts



**Model answers**

TASK TWO

“CANDIDATE’S NAME”

Our ref AM/MA

***Today’s date would appear here***

Mr A Beere  
48 Smithy Street  
Cropton  
Pickering  
YO18 8HJ

Dear Mr Beere

In reply to your recent letter, I am writing to inform you that this year’s Steam Fair will take place as scheduled. An information sheet is enclosed.

If you wish to attend as a camper, please apply for a permit from the secretary, Mrs B Durham, 23 The Ashes, Sinnington, York, YO62 7BQ. Camping is from 11 am, Wednesday until 11 am, Monday. These times must be adhered to otherwise further charges will be made.

Yours sincerely

Alistair Masters  
Chairman

Enc

TASK THREE

"CANDIDATE'S NAME"

LATE ENTRANTS

NAME	EVENT	DAY
Peter White	Sheep shearing	Saturday
John Hall	Traction engine	Sunday
Pamela Shaw	Sheep dog	Sunday

Lists are now closed. No further entrants can be accepted.

COMMENTS:

*The candidate may choose to centre the heading in which case the last line should also be centred. It is far easier and in accordance with modern usage NOT to centre but to use a fully blocked style of presentation.*

TASK FOUR

"CANDIDATE'S NAME"

MEMORANDUM

From     Alistair Masters, Chairman  
To        Christine Cooke, Publicity  
Ref       AM/JW  
Date      *Today's date would appear here*

Please note that no further entrants can be taken for any of the competitions.

The lists of all competitions should be finalised and displayed on the notice board in the entrance.

Campers will start arriving late Wednesday morning and all necessary signs should be in place before then. Portable toilets are being delivered on Tuesday.

COMMENTS:

*The style of presentation may vary and any consistent layout is acceptable. The layout shown above is the simplest and quickest to complete. The word MEMORANDUM must appear at the top. The details: From ... To ... Ref ... Date ... may appear in any order.*

STEAM FAIR

Traction engines, steam rollers and  
vintage transport

Sheep shearing and sheep dog handling

Plenty for children to do

Face painting, clowns, roundabouts

Open 11 am Wednesday

Great fun!

COMMENT:

*A centralised answer has been given. If candidates work with a fully blocked style of presentation, ie every line beginning at the left margin, the margin must be wider than 0.5" (1.3 cm) and not narrower than the right margin. It should also be noted that the candidate is expected to vary the spacing between sections of the display.*

TYPEWRITING  
  
**INTERMEDIATE**

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8972-03-003 (TY-3)**  
**21094**

CANDIDATE'S NAME .....  
*(Block letters please)*

CENTRE NO ..... DATE .....

PAST PAPER

TIME ALLOWED: TWO HOURS

*plus 5 minutes' reading time.*

**INSTRUCTIONS TO CANDIDATES:**

- 1 *The exercises may be typed in any order but should be stapled in numerical order before being submitted for marking.*
- 2 *All instructions should be followed carefully, as failure to act upon them will result in a loss of marks.*
- 3 *Unless instructed otherwise all letters and memoranda should be dated with today's date.*
- 4 *Erasing is allowed in all exercises, and any satisfactory method may be used.*
- 5 *Unless instructed otherwise, you may choose your own paper size.*
- 6 *Any method of display may be used, except when specific instructions are given, and it must be remembered that display is important throughout the examination.*
- 7 *Use a ragged right-hand margin except when a specific instruction to right align is given.*
- 8 *Dictionaries are allowed in this examination.*

**For examiner use only**

COMPLETION	ACCURACY	PRESENTATION

1 Type the following in double line spacing, making your own line endings.

---

There is no reliable evidence that work with display screen equipment causes any permanent damage to eyes or eyesight, but it may make users with pre-existing vision defects more aware of them. This may give some users temporary visual fatigue or headaches. Uncorrected vision defects can make work at display screens more tiring or stressful than it should be, and correcting defects can improve comfort, job satisfaction and performance.

Regulations require employers to provide users who so request it with appropriate tests. The test includes a test of vision and an examination of the eye. For the purpose of Display Screen Equipment regulations, the test should take account of the nature of the users' work, including the distance at which the screen is viewed. Users are not obliged to have such tests performed but where they choose to exercise their entitlement, employers should offer an examination with a suitably qualified practitioner.

Vision screening tests are a means of identifying individuals with defective vision who need a full sight test, but these tests are not designed to screen defects such as injury or disease, that may not at first affect vision. Where companies offer vision screening facilities, some users may opt for a vision screening test to check their need for a full sight test. Other users may choose at the outset to exercise their entitlement to a full sight test, and in such cases the employer must arrange for the test to be provided.

Those conducting eyesight screening tests should have a basic knowledge of the eye and its function and be competent in operation of the instrument and/or tests. Both the test results and the need for further referral should be assessed by those with the necessary skills.

Users needing special corrective appliances may be prescribed a special pair of spectacles for display screen work and the employer's liability for costs is restricted to payment of the cost of a basic appliance.

2 Type the following letter for despatch today. An envelope or envelope shape is required. Type the reference CR/your initials.

Po Box 201  
St Michael  
BARBADOS

Dear Mrs Da Silva

Swimming lessons

caps and u/s

Thank you for your enquiry regarding swimming lessons. At both our Pyramid and Southbrook pools we teach swimming skills for the beginner right through to club level. As you did not specify the ~~less~~ level of lessons you require I enclose our booklet for both venues detailing full / our / range of facilities and times, but briefly. I set out below our most popular classes.

TYPE IN  
NUMERICAL  
ORDER  
LEAVING IN  
NUMBERS

- 2 Beginner Classes - these are fun based lessons to build confidence and awareness in the water.
- 3 Intermediate Classes - these classes are designed to improve skills in better techniques and increase stamina.
- uc 5 Adult classes - for adults who have never learned to swim.
- 4 Crash Courses - specialist classes for specific reasons eg diving, personal survival etc.

AQUAJOEYS  
lc

1 Aquajoeys - D-esigned to build confidence in the water for 6 months to three years.

INSERT  
LINESPACE

I hope the above info. and the booklet gives you an idea of our 2 venues, but if there is any further help you require please contact me.

Yrs. sincerely

Carmen Ruiz

Manager



3 Display the following, ruling as shown.

Discounted Mobile Phone Tariffs

Spaced caps and centre

Free 6 Months Line Rental

u/s

Column headings in caps

free h

Tariff Name	Line Rental	Monthly Total	Peak Calls (National Rate)	Off Peak Calls (National Rate)
Off Peak 500	£8.99 (£2.00 Billing)	£10.99	30p per minute	2p per Minute
All day 65 (3 Months Insurance)	£10.50 (£2.00 Billing)	£12.50	25p per Minute	5p per Minute
All day 80 (30 free Text Messages per Month)	£13.99 (£3.00 Billing)	£18.99	15p per Minute	5p per Minute

↕ leave space of 2.5 cm (1")

uc peak hours Mon-Fri  
8am to 7pm

please emphasise

(Continued)

Type in double  
line spacing

Our operator is waiting to take your  
free call on 0960 55245651.  
Please note that calls w. regard to  
the above offer may be recorded for  
security reasons.

STET

This <sup>Special</sup> ~~limited~~ offer is subject to status  
& availability.) Run on

Written terms and conditions available  
on request.

4 Type the following memorandum. It is from the Personnel Manager to All Staff. Ref is PB/your initials. Subject is First Aid Courses.

# It is essential that we have a trained first aider in each dept. (A)

lc I wd. like two volunteers from each Department to attend these courses and to be available in the event that an illness or injury occurs.

Immediate help before a medical emergency team arrives can ~~often~~ save a life. [If you would like to undertake such duties please inform your line manager. Arrangements will be made to send you on the 2-day (Word)

NP

your

course at the company's expense and expenses will be reimbursed.

I have arranged for a series of two-day courses to take place covering basic and emergency first aid.

Insert at

(A)

Candidate's Name: .....

5 Proof-read the following passage which contains 15 errors. Detach this page, and circle the errors. Type a correct version and attach this page.

---

### **TERMS AnD CONDITIONS**

The company will not be responsible for any goods supplied without an official order. The official order number and delivery address must be quoted on all invoices, documents and correspondance.

No additions to this order are to be be supplied or executed without written confirmation

Any alteration in the price(s) as shown on this order must be agreed in in writing 2 weeks before delivery. This conditoin does NOT apply to orders or services covered by a contract, tender or quotation.

Delivery notes quoting the odrer number must accompany each delivery. An advice note should be sent by first class post to the delivery address.

Deliverys can only be recieved between 8.00 am and 4.00 pm Mondays to fridays.

## Model answers

TASK TWO

"CANDIDATE'S NAME"

Ref CR/JW

***Today's date would appear here***

Mrs C Da Silva  
PO Box 201  
St Michael  
BARBADOS

Dear Mrs Da Silva

### **SWIMMING LESSONS**

Thank you for your enquiry regarding swimming lessons. At both our Pyramid and Southbrook pools we teach swimming skills for the beginner right through to club level. As you did not specify the level of lessons you require I enclose our booklet for both venues detailing our full range of facilities and times, but briefly. I set out below our most popular classes.

- 1 Aquajoeys – designed to build confidence in the water for 6 months to 3 years.
- 2 Beginner Classes – these are fun based lessons to build confidence and awareness in the water.
- 3 Intermediate Classes – these classes are designed to improve skills in better techniques and increase stamina.
- 4 Crash Courses – specialist classes for specific reasons eg diving, personal survival etc.
- 5 Adult Classes – for adults who have never learned to swim.

I hope the above information and the booklet gives you an idea of our 2 venues, but if there is any further help you require please contact me.

Yours sincerely

Carmen Ruiz  
Manager

Enc

**COMMENTS:** Note the position of the date and the indication of an enclosure through reading the text of the letter.

## DISCOUNTED MOBILE PHONE TARIFFS

Free 6 Months Line Rental

TARIFF NAME	LINE RENTAL	MONTHLY TOTAL	OFF PEAK CALLS (NATIONAL RATE)	PEAK CALLS (NATIONAL RATE)
Off Peak 500	£8.99 (£2.00 Billing)	£10.99	2p per Minute	30p per Minute
All day 65 (3 Months free Insurance)	£10.50 (£2.00 Billing)	£12.50	5p per Minute	25p per Minute
All day 80 (30 free Text Messages per Month)	£15.99 (£3.00 Billing)	£18.99	5p per Minute	15p per Minute

**Peak hours Mon – Fri 8 am to 7 pm**

Our operator is waiting to take your free call on 0960 552 45651. Please note that calls with regard to the above offer may be recorded for security reasons.

This limited offer is subject to status and availability. Written terms and conditions available on request.

*COMMENTS: The heading has been centred according to instructions but the rest of the task has been fully blocked, and this is in accordance with modern practice. The space below the table is a clear 6 lines. Thus the return key was pressed 7 times after the bottom line drawn in the table. In the line below the table Mon and Fri remain as abbreviations. This is because a fullstop did not appear after either of them. The telephone number may be split according to the wishes of the candidate. The emphasised line may be emboldened as in this case or it may be underscored and it may be in capitals – the candidate may choose. It could even be in italics.*

## MEMORANDUM

From Personnel Manager

To All Staff

Ref PB/jw

Date *Today's date would appear here*

**FIRST AID COURSES**

It is essential that we have a trained first aider in each department. I have arranged for a series of two-day courses to take place covering basic and emergency first aid.

I would like two volunteers from each department to attend these courses and to be available in the event that an illness or injury occurs.

Immediate help before a medical emergency team arrives can save a life.

If you would like to undertake such duties please inform your line manager. Arrangements will be made to send you on the two-day course at the company's expense and your expenses will be reimbursed.

*COMMENTS: Note that the presentation is in the fully blocked style thus saving time and giving a clear format. Furthermore, with this style there is less that can go wrong. Sometimes candidates will put the reference at the foot of the memorandum and this is acceptable providing the method of display used is consistent with the items at the top of the memorandum. In all cases the word MEMORANDUM must be typed at the very top. This may be in closed or spaced capitals; it may be centred or fully blocked.*

**TERMS AND CONDITIONS**

The company will not be responsible for any goods supplied without an official order. The official order number and delivery address must be quoted on all invoices, documents and correspondence.

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Any alteration in the price(s) as shown on this order must be agreed in writing 2 weeks before delivery. This condition does NOT apply to orders or services covered by a contract, tender or quotation.

Delivery notes quoting the order number must accompany each delivery. An advice note should be sent by first class post to the delivery address.

Deliveries can only be received between 8.00 am and 4.00 pm Mondays to Fridays.

**Correct version****TERMS AND CONDITIONS**

The company will not be responsible for any goods supplied without an official order. The official order number and delivery address must be quoted on all invoices, documents and correspondence.

No additions to this order are to be supplied or executed without written confirmation.

Any alteration in the price(s) as shown on this order must be agreed in writing 2 weeks before delivery. This condition does NOT apply to orders or services covered by a contract, tender or quotation.

Delivery notes quoting the order number must accompany each delivery. An advice note should be sent by first class post to the delivery address.

Delivery can only be received between 8.00 am and 4.00 pm Mondays to Fridays.



TYPEWRITING  
  
**ADVANCED**

This paper must be returned with the candidate's work, otherwise the entry will be void and no result will be issued.

No **8972-05-005 (TY-5)**  
**21150**

PAST PAPER

CANDIDATE'S NAME .....  
*(Block letters please)*

CENTRE NO ..... DATE .....

TIME ALLOWED:      TWO AND A HALF HOURS  
*plus 10 minutes' reading time.*

**INSTRUCTIONS TO CANDIDATES:**

- 1 *The exercises may be typed in any order but should be stapled in numerical order before being submitted for marking.*
- 2 *All instructions should be followed carefully, as failure to act upon them will result in a loss of marks.*
- 3 *Unless instructed otherwise all letters and memoranda should be dated with today's date.*
- 4 *Erasing is allowed in all exercises, and any satisfactory method may be used.*
- 5 *Unless instructed otherwise, you may choose your own paper size.*
- 6 *Any method of display may be used, except when specific instructions are given, and it must be remembered that display is important throughout the examination.*
- 7 *Use a ragged right-hand margin except when a specific instruction to right align is given.*
- 8 *Dictionaries are allowed in this examination.*

**For examiner use only**

COMPLETION	ACCURACY	PRESENTATION

1 Type the following in double line spacing, making your own line endings.

---

Painting has been defined as “the art of applying pigments to a surface in order to create an image with lines and colours”. The image may be a representation of objects found either in nature or in the imagination. It could be an arrangement of completely abstract forms. The art of drawing is important in painting, both as a preliminary step and as line in the finished work.

Many effects can be achieved in painting. It can convey a sense of space, and it can suggest three-dimensional form on a two dimensional surface such as a panel, canvas or wall. On this flat surface the artist organises forms defined by lines, colours, or both. The relative importance of line and colour has varied over the centuries.

Throughout history painting has served many functions. Before the late nineteenth century it was the most common means of providing a visual record of events and people. In the twentieth century painting has been emphasised as a medium for personal expression. In every period, paintings of all types, including landscapes, scenes of both exotic and everyday life, narrative paintings and portraits, have been painted to satisfy man’s need for visual order and beauty.

The two basic types of painting are easel painting and mural painting. Easel compositions, whether painted on wood panels or canvas are set within frames limited by the edges of the surface. Murals form an integral part of an architectural setting and should be visually effective from anywhere in the setting. In comparison with easel works, murals involve greater technical problems, notably durability, colour, and appropriateness of subject and design to setting.

Another type of painting, no longer practised, is illumination, or decoration of manuscripts. Illuminations of the Middle Ages, being small and easily portable, survived when other forms of painting did not. Although widely practised in the Middle Ages, the art of illumination declined with the invention of printing and the development of the easel in the fifteenth century.

In recent years a style of painting has emerged known as “Pop Art”. Artists engaged in this field use as their subject matter the man-made environment of commercial art, signs, billboards and similar items. Towards the end of the twentieth century painting became increasingly connected with other arts such as sculpture and motion pictures. Its range was extended to include such material, media and processes as neon signs and electric light bulbs. The importance of letters and numbers as subject matter, replacing the traditional portrait or landscape, exemplifies the new freedom and scope of painting.

2 Type the following letter to Miss Lois Barasa, Private Bag 33394, Nairobi for despatch today.  
Type the reference NS/your initials.

! SEMESTER !

Dear Miss Barasa

# Thank you for your application to become a student  
of this college. I note that your examination results  
indicate that you have at least the minimum qualifications  
to join the student body at the commencement of the  
first semester of the New Year. I would, however,  
like to meet you and discuss the implications of your  
application.)

This would also enable you to view the College Campus  
and meet other applicants as well as the lecturers.

word

I hope you can spend 2 days here next wth. (we  
will, of course, provide overnight accom. and all  
meals within our residential halls). To this end

of please see the enclosed form which allows you to  
choose the dates for your visit. [As you will be aware  
of the full course covers three academic years. At  
the end of this time, provided you have completed  
the regular assignments successfully, you will be  
awarded an Honours Degree in Artistic  
Studies.

This qualification wh. enable you to confidently

(Continued)

apply for a variety of careers within the field of Commercial Art. Subjects covered will include technical drawing, lettering, preparation of maps and charts, as well as the usual perspective, colour harmony and media studies. A number of elective programmes will also be available to give you a broad appreciation of the field.

Detailed careers advice is available to all our third year students and block placements with commercial <sup>both</sup> concerns are a requirement of the second and 3rd year studies.

You may be interested to know that 5 other students from your area have applied for places.

PLEASE DO NOT TYPE

I look forward to receiving your completed form and to meeting you in the near future. Please bring a selection of your work with you.

<sup>sketch</sup> Y ~~faithfully~~  
Yrs. sinc.  
-----

MOSES GWENZI  
Admissions Manager ← CAPS

3 Display the following table, ruling as shown

GLEN FALLS COMMUNITY COLLEGE ← Centre

TIMETABLE FOR YEAR ONE STUDENTS - SEMESTER ONE

u/s → Course Tutor: Andrew Rainey

Please retain all abbreviations

TIME	MON	TUES	WED	THURS	FRI
0930	Managing Your Perspective	Harmony in Colour	Free Time	Pen and Ink Drawing	Advertising Layout
1045	Break	Break	Break	Break	Break
1100	Drawing Life	Managing Your Perspective	Crayon Techniques	Free Time	Introducing Cubism
1230	Lunch	Lunch	Lunch	Lunch	Lunch
1345	Elective 1	History of Art	Chinese Art	Pioneers of Art	Private Study
1445	Tutor Time	Building a Portfolio	Achieving Creativity	Advertising Layout	Elective 2
1545	Free Time	Private Study	Tutor Time	Private Study	Free Time

↑ Typist please leave space 2.5 cm (1")

Elective Studies: ← please emphasize

Two of the following subjects may be taken as Electives during the First Semester of Year One.

(Continued)

Please type the following in d. l. spacing

Inset

Sign-writing

Teaching Art

Architectuse

furniture Design

Photography

Typography

Ceramics

Cartoons

Design Fashion

Career Guidance

English Language

English Literature

Ancient Egyptian Art

ds

4 Display the following

ART HISTORY COURSE <sup>Spaced caps and centre</sup>

Year One - <sup>Term</sup> Semester One

.....

Illustrated Essay of 500 Words ← CAPS

You will need to include a list of your sources, for example:

- ② books
- ③ Magazines
- ① artists
- ⑤ programmes
- ④ people
- ⑥ radio

insert linespace

Please list in order shown - do not type numbers

Insert at (A)

NP You will produce a 500-word illustrated Essay on a subject of your choice. The aim of this essay is to enable you to look at an area of art/design in which you have a special interest. You can develop your knowledge of it through investigation in a way that reflects your own skills and relates to your preferred practice (graphics, interior design, painting, drawing, etc). [No matter what specialisation you choose later you will benefit from using research & background material as a part of the creative process.]

The essay should be written in a style that is

(Continued)

<sup>in class</sup> relevant to the subject and this will be discussed. The work must show evidence of research and an awareness of historical context.) Run on 27

It should also reflect your own views ~~and opinions~~ as well as an awareness of existing opinions. Try and be imaginative and original in your subject choice and presentation.

(A)

When you take material from these Sources make it clear that you are quoting from someone's work.

Above all, it shd. be an enjoyable and interesting project; one that will be useful for you individually.

ANDREW RAINBY  
Course tutor

Your work should be submitted no later than the last week of next month.



5 Type the following memorandum. Date for today. It is from Andrew Rainey to All Students. The reference is AR/your initials.

Right justify

COURSEWORK ← (u/s) MOST IMPORTANT

studies This memorandum has bn. prepared to help you complete your / successfully. Read it carefully and do what you are advised.

Typists please use shoulder headings

1) REGULATIONS (a) The work you submit for assessment must be your own. (A)

(i) quote from books or other sources; if you do, you must state which ones you have used;

(ii) receive guidance from someone other than your tutor; if so you must tell your tutor who will record the nature of such assistance.

(b) If you copy from someone else or allow others to copy from you, you may be disqualified from the subject concerned.

(c) When you hand in your coursework for assessment you may be required to sign that you have understood and followed the requirements for the subject.

(Continued)

## 2) ADVICE

- tips
- (a) Keep to the deadlines your tutors set — they are given for a purpose.
  - (b) Keep your coursework safe at all times.
  - (c) Ask your tutor if you need assistance.
  - (d) If you have been absent and encounter problems completing your coursework talk to your tutor urgently.

**CAPS** { Always remember — your coursework must be your own! }

Insert at **(A)** { However, you may: }

Candidate's Name: .....

6 Proof-read the following passage which contains 15 errors. Detach this page, and circle the errors and type a correct version and attach this page.

---

In looking at works of art it is important to realise that the beauty of a picture does not depend only on its subject matter but on its style and form. The important thing to look for is the special way in which the artist has used formal elements, such as line and colour, in order to express his particular point of view. In looking at an abstract painting the viewer must try to understand why an artist distorts or departs from reality and to appreciate the expressive qualities he thus achieves.

Opinions about the artistic value of paintings change continually. Established values is always being discarded while neglected principals are rediscovered. This goes on because art is still being created and is revealing new experiences and new ways of looking at things. Each culture produces the kind of art that suits the purposes and the tastes of its particular time

One of the best ways to develop a appreciation of painting is to visit museums and art galleries on a regular basis. As one become familiar with more works of art so appreciatoin will broaden and galleries that seemed dull on a a first visit may later be found interesting.

---

*END OF EXAMINATION*

## Model answers

TASK TWO

"CANDIDATE'S NAME"

Ref NS/JW

***Today's date would appear here***

Miss Lois Barasa  
Private Bag 33394  
Nairobi

Dear Miss Barasa

Thank you for your application to become a student of this College. I note that your examination results indicate that you have at least the minimum qualifications to join the student body at the commencement of the first semester of the new year. I would, however, like to meet you and discuss the implications of your application. This would also enable you to view the College Campus and meet other applicants as well as the lecturers.

I hope you can spend two days here next month (we will, of course, provide overnight accommodation and all meals within our residential halls). To this end please see the enclosed form which allows you to choose the dates for your visit.

As you will be aware the full course covers three academic years. At the end of this time, provided you have completed the regular assignments successfully, you will be awarded an Honours Degree in Artistic Studies.

This qualification will enable you to confidently apply for a variety of careers within the field of Commercial Art. Subjects covered will include technical drawing, lettering, preparation of maps and charts, as well as the usual perspective, colour harmony and media studies. A number of elective programmes will also be available to give you a broad appreciation of the field.

Detailed careers advice is available to all our third year students and block placements with commercial concerns are a requirement of both the second and third year studies.

I look forward to receiving your completed form and to meeting you in the near future. Please bring a selection of your work with you.

Yours sincerely

MOSES GWENZI  
ADMISSIONS MANAGER

Encs

*COMMENTS: The letter must always be dated. It may also have a reference. Again remember to set adequate margins. Should your letter extend beyond one page the normal continuation details need to be typed at the top of the second page, ie the page number, the date and the name of the addressee.*

## GLEN FALLS COMMUNITY COLLEGE

## TIMETABLE FOR YEAR ONE STUDENTS - SEMESTER ONE

Course Tutor: Andrew Rainey

TIME	MON	TUES	WED	THURS	FRI
0930	Managing Your Perspective	Harmony in Colour	Free Time	Pen and Ink Drawing	Advertising Layout
1045	Break	Break	Break	Break	Break
1100	Life Drawing	Managing Your Perspective	Crayon Techniques	Free Time	Introducing Cubism
1230	Lunch	Lunch	Lunch	Lunch	Lunch
1345	Elective 1	History of Art	Chinese Art	Pioneers of Art	Private Study
1445	Tutor Time	Building a Portfolio	Advertising Layout	Achieving Creativity	Elective 2
1545	Free Time	Private Study	Tutor Time	Private Study	Free Time

**ELECTIVE STUDIES:**

Two of the following subjects may be taken as Electives during the First Semester of Year One.

Sign-writing	Teaching Art	Architecture
Furniture Design	Photography	Typography
Ceramics	Cartoons	Fashion Design
Career Guidance	English Language	English Literature

*COMMENTS: This task at this stage will always involve ruling a table. Adequate spacing must be allowed for each section of the table. It is likely that within this task you may be told to leave a space, maybe 2.5 cm or 1 inch. Remember that this means that 6 clear line spaces must be left blank - in other words, turn up 6 lines, plus an extra line to represent the typing line. Occasionally extra display techniques will be requested, as for instance in this case where non-ruled columns are needed.*

## ART HISTORY COURSE

Year One Semester One

## ILLUSTRATED ESSAY OF 500 WORDS

You will produce a 500-word illustrated essay on a subject of your choice. The aim of this essay is to enable you to look at an area of art/design in which you have a special interest. You can develop your knowledge of it through investigation in a way that reflects your own skills and relates to your preferred practice (graphics, interior design, painting, drawing, etc).

No matter what specialisation you choose later you will benefit from using research and background material as a part of the creative process.

The essay should be written in a style that is relevant to the subject and this will be discussed in class. The work must show evidence of research and an awareness of historical context. It should also reflect your own views as well as an awareness of existing opinions. Try and be imaginative and original in your subject choice and presentation.

You will need to include a list of your sources, for example:

artists  
books  
magazines  
people  
programmes  
radio

When you take material from these sources make it clear that you are quoting from someone's work.

Your work should be submitted no later than the last week of next month.

Above all, it should be an enjoyable and interesting project; one that will be useful for you individually.

ANDREW RAINEY  
Course Tutor

*COMMENTS: This task examines simple display. It may involve typing a memorandum.*

MEMORANDUM

From: Andrew Rainey

To: All Students

Date: *Today’s date would appear here*

Ref: AR/JW

COURSEWORK

MOST IMPORTANT

This memorandum has been prepared to help you complete your studies successfully. Read it carefully and do what you are advised.

1) REGULATIONS

- (a) The work you submit for assessment must be your own. However, you may:
  - (i) quote from books or other sources; if you do, you must state which ones you have used;
  - (ii) receive guidance from someone other than your tutor; if so you must tell your tutor who will record the nature of such assistance.
- (b) If you copy from someone else or allow others to copy from you, you may be disqualified from the subject concerned.
- (c) When you hand in your coursework for assessment you may be required to sign that you have understood and followed the requirements for the subject.

2) ADVICE

- (a) Keep to the deadlines your tutors set - they are given for a purpose.
- (b) Ask your tutor if you need assistance.
- (c) Keep your coursework safe at all times.
- (d) If you have been absent and encounter problems completing your coursework talk to your tutor urgently.

ALWAYS REMEMBER – YOUR COURSEWORK MUST BE YOUR OWN!

In looking at works of art it is important to realise that the beauty of a picture does not depend only on its subject matter but on its style and form. The important thing to look for is the special way in which the artist has used formal elements, such as line and colour, in order to express his particular point of view. In looking at an abstract painting the viewer must try to understand why an artist distorts or departs from reality and to appreciate the expressive qualities he thus achieves.

Opinions about the artistic value of paintings change continually. Established values is always being discarded while neglected principles are rediscovered. This goes on because art is still being created and is revealing new experiences and new ways of looking at things. Each culture produces the kind of art that suits the purposes and the tastes of its particular time.

One of the best ways to develop an appreciation of painting is to visit museums and art galleries on a regular basis. As one becomes familiar with more works of art so appreciation will broaden and galleries that seemed dull on a first visit may later be found interesting.

### Correct version

In looking at works of art it is important to realise that the beauty of a picture does not depend only on its subject matter but on its style and form. The important thing to look for is the special way in which the artist has used formal elements, such as line and colour, in order to express his particular point of view. In looking at an abstract painting the viewer must try to understand why an artist distorts or departs from reality and to appreciate the expressive qualities he thus achieves.

Opinions about the artistic value of paintings change continually. Established values are always being discarded while neglected principles are rediscovered. This goes on because art is still being created and is revealing new experiences and new ways of looking at things. Each culture produces the kind of art that suits the purposes and the tastes of its particular time.

One of the best ways to develop an appreciation of painting is to visit museums and art galleries on a regular basis. As one becomes familiar with more works of art so appreciation will broaden and galleries that seemed dull on a first visit may later be found interesting.

*COMMENTS: This task will always involve the recognition of irregularities. This may involve correction of spelling errors, or inconsistent display techniques such as irregular spacing between paragraphs, or following punctuation. There are always 15 errors and these must be circled on the test itself before the exercise is retyped as correct copy.*





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