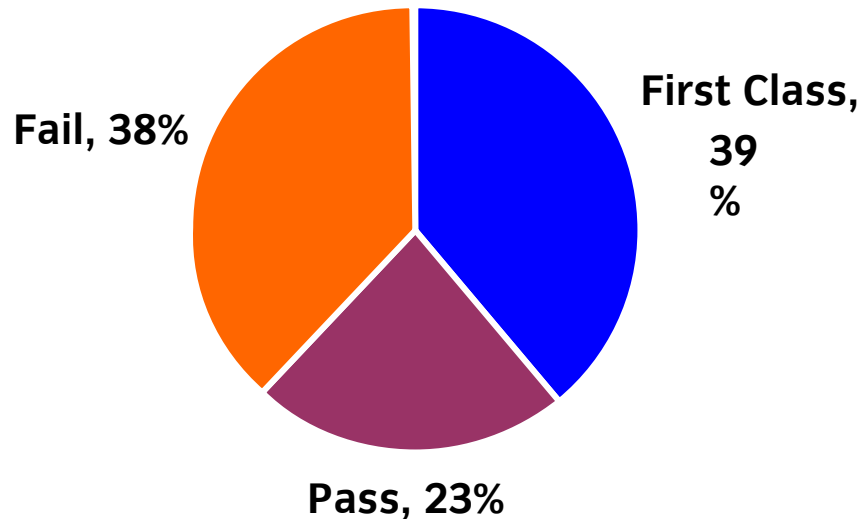


## 8975 – 23 Word Processing Techniques Intermediate

### General Observations

The range of results is similar to 2008. However the number of First Class passes has again fallen by 4% and the number of candidates failing at this level has increased by 4%.



### Areas of good performance

Candidates are well prepared for this examination. Work produced by candidates at this level continues to improve with the majority of candidates completing all tasks within the given time. Candidates that pass at this level have followed instructions carefully, demonstrated good proof reading skills and have produced work that is well laid out to a very high standard.

### Areas for development

For candidates who have not achieved at this level, this is usually as a result of poor proof reading and failure to follow the instructions e.g. inserting the wrong paragraphs in Task, incorrect paragraph alignment.

Candidates continue to confuse the instructions to 'Copy' and to 'Move' Many candidates at this level have little understanding of the control of margins especially when changing the page orientation to landscape where marks are often lost for incorrect margins. Candidates should be made aware that email addresses do not contain spaces. It is acceptable for an email address to appear in blue and/or with an underline. This will not be penalised by the examiners.

### Recommendations

Candidates should complete a number of practise papers in preparation for the examination and should not be entered for the examination until they can produce work of the required standard. They should be familiar with the abbreviation list and the correct expansion of these words. Candidates should be made aware of margin controls including paragraph justification and how changes in page orientation can affect which margins become the top and bottom margins and which become the left and right margins.

## Tips

- Spell check and proof read your work before printing
- Know the difference between **copy** and **move**
- Know the difference between justified and ragged right margins
- Make sure you indicate the Enc if required
- Remember to include the date on all letters and memos
- Enter email addresses as they appear, do not insert spaces.