

# Word Processing Techniques Intermediate

8975-23-023  
(IT-WPT 23)  
51059B

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



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**Candidate's name** (Block letters please)

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**Centre no**

**Date**

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**Time allowed:** 1 hour 30 minutes  
(excluding printing time)

You work as a Word Processor Operator for Pritash Patel,  
the Training Manager for Johnson & Matthews Ltd.


Carry out the tasks attached, following any instructions given.  
Take care to proof-read and correct any errors. Save your  
documents for printing later.

You may carry out the tasks in any order you think  
appropriate. However, please collate the printouts in the  
correct sequence.

**For examiner's use only**

Production	Accuracy	Format/Layout

## TASK 1 (Candidate's Name)

 Create the following standard letters today, using the stored paragraphs 1, 2, 3 and 4:

Mrs P Chisenko	Mr F Sutcliffe
Flat 29	The Piece House
Parkview House	Great Cutting Lane
219 Parkview Road	Sandy
CARDIFF	Bedfordshire
CF3 8DL	BD12 9DD

Paras 1, 2, 4	Paras 1, 3, 4
Please insert:	Please insert:
Mrs P. Chisenko	Mr F. Sutcliffe
How to write good job descriptions	How to write good person specifications
29 June	17 July

1 copy each please, remember to allow for headed paper, leave a top margin of 6.3 cm (2.5").

**STANDARD PARAGRAPH 1**

Dear @

We have been able to offer a number of successful training seminars to our staff and have pleasure in confirming your place on the forthcoming seminar, @ on the @.

**STANDARD PARAGRAPH 2**

You will have already received your briefing pack for this seminar and have contact names of the key personnel within the Human Resources department.

**STANDARD PARAGRAPH 3**

You have successfully passed the initial stage of this programme and are now able to progress to the next stage.

**STANDARD PARAGRAPH 4**

Should you require any further information please do not hesitate to contact a member of the Human Resources team.

Yours sincerely

Pritash Patel  
Training Manager

TASK 2

(Candidate's Name)

Please complete the following document carrying out the amendments given. Change appointee to candidate wherever it appears in the document. Number the pages and fully justify the whole document.

Pritash

JOHNSON & MATTHEWS LTD - HUMAN RESOURCES TEAM

Serif 16 pt and copy to **A**

Guidance on writing job descriptions and person specifications

**CAPS**

Drawing up the Person Specification  
(See also additional Workshop Notes)

Move to **B**

Leave 1 line space

stet The following notes give guidance on drafting a person specification. The associated selection criteria pro forma may be used for the purpose of developing the person specification and recording how applicants measure up.

run on The Person Specification should be derived from and therefore drawn up after the job description and before advertising for the post.

trs The criteria set out in it are the only criteria against which the appointee should be assessed at the short listing, test and interview. The criteria must:

trs be justifiable in relation to the job needs  
be specific

The language used should be easily understood and avoid jargon.

individual

close up not be unnecessarily restrictive (for example, in relation to the level and type of qualifications required).

delete page break

insert 1 line space

Criteria are categorised as essential or desirable:  
Essential criteria are those which a successful appointee must possess, otherwise, they will be unable to adequately perform the job; inflation of the job requirements (for example, the amount of previous work experience required) should be avoided.

Desirable criteria are those that may enable the appointee to perform better or ~~require a short familiarisation period.~~  
find it easier to adapt to their role

It is important that the need to travel is stated clearly. Candidates need to be aware of this prior to making an application for employment.

The Person Specification Knowledge can be derived in a number of ways, for example education, training or experience. Skills are practical abilities. You must ensure that skills and knowledge are clearly defined.

Qualifications There are a wide range of qualifications available. For some jobs a particular qualification is required and for others none are necessary. If they are essential they should reflect the minimum basic educational requirements necessary to carry out the job.

**Assessment Procedures** We are always able to support the production of assessment procedures for use with potential candidates. The team in Personnel Services are able to offer support and guidance on the use of a range of poss. assessment methods.

Previous Experience ← (CAPS)

The type of experience applicants are required to have shd. be specified - however, stating length of experience required should be used carefully because quality is more important than length.

Note that experience can sometimes be transferable from one area of work to another, in wh. case skills may be more important.

### OTHER REQUIREMENTS

It may be necy. to specify availability to attend evening meetings or possession of a driving licence, but you should distinguish between need and convenience & weigh up need against discriminatory effect.

Remember that for some jobs extensive travel overseas wl. be required and can sometimes be arranged on an ad-hoc basis.

Further info. relating to the recruitment of staff has bn. produced and is available from Human Resources.

(B)

(A)

Draw a single line border around this text.

## TASK 3

(Candidate's Name)

This document has been typed in a hurry. Please check, amend and make the following alterations. Please print out in landscape with 5 cm (2") left and right margins.  
Pritash

centre  
and bold

## JOB DESCRIPTION AND PERSON SPECIFICATIONS WORKSHOP

You are scheduled to attend the above workshop and we are confident that studying this short brief will assist you with the workshop

Remember – to help convert your idea into a practical working reality, you will need to develop a job description and a person specification. This will help you gather all the necessary information needed to recruit to the post. It will also help you to identify and clarify any uncertainties and doubts about the new job role and its place in the team. Listed below are selections of reference books, which will assist you when drafting these documents.

NP  
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BOOK TITLE	AUTHOR	ISBN NUMBER	PRICE	RATING
Writing Job Descriptions	John Fowler	0852978661	£6.99	*****
Recruitment and Selection	Gloria Roberts	085296707X	£28.99	***
Personnel Practice	Malcolm Martin and Tricia Stevens	0852999412	£29.99	***
Employment Resourcing Management	Mary Corbridge and Stephen Jackson	0273620276	£31.99	****
A Handbook of Human Resources Management	Michael James	074942564X	£24.95	***
The Employee Retention Handbook	Simon Taylor	0852928633	£25.99	**
Personnel Management Styles for Recruitment and Retention	Charlotte Chambers and Tony A Jones	0856879566	£17.99	**

## Workshop Training Pre-course Task

U/S & italics

Change to 1.5 line spacing & indent 1.2 cm (0.5" from left margin

Begin drafting a person specification for a member of your team and bring it along to the training seminar.

If you have any questions prior to the seminar, contact details are below:

Julia Amesbury	Human Resources Manager	0181 223 4848
Pritash Patel	Training Manager	0181 223 4849
Jon Demetriou	Diversity Manager	0181 223 4850

END OF EXAMINATION