

Level 2 Award in Text Production



International
Qualifications from EDI

Syllabus

Effective from: 01 January 2011

INTRODUCTION

Education Development International (EDI) is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and a leading online assessment provider GOAL. EDI now delivers LCCI International qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications is trusted and valued by employers worldwide and recognised by universities and professional bodies.

Level 2 Award in Text Production

Aims

The aims of this qualification are to enable candidates to develop:

- proficiency in transcribing a range of routine and non-routine business documents from printed and handwritten copy using a computer or word processor
- competence in producing business documents to a mailable business standard
- competence in using appropriate presentation tools to produce business documents

The unit within this qualification is accredited in the UK as EDI Level 2 Award in Text Production (QCF) R/502/3186. This qualification has a credit value of 3.

Target Audience and Candidate Progression

This qualification is intended for candidates who are working, or are preparing to work, in a general or specialised administrative role that includes word processing and producing a wide range of business documents.

Candidates pursuing this qualification should have knowledge and skills equivalent to the LCCI Level 1 Award in Text Production.

This qualification can be taken as a standalone qualification or as part of the LCCI Level 2 Diploma in Secretarial Administration. Information is available on the LCCI International Qualifications website.

Level of English Required

There are no formal entry requirements for this qualification. However, candidates should have a minimum level of English equivalent to the LCCI Level 2 English for Business or JETSET 4 - (Council of Europe B1/Threshold) to meet the communication requirements for this qualification.

Structure of the Qualification

The Level 2 Award in Text Production is a single unit qualification which covers the following key areas:

- 1 Following a range of instructions to transcribe and edit documents
- 2 Producing a range of accurate business documents
- 3 Using appropriate presentation tools

Guided Learning Hours

EDI recommends that 20 – 30 Guided Learning Hours (GLHs) provide a suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI's experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- keyboard at a production speed of approximately 35 wpm
- demonstrate knowledge and skills in the following areas:
 - accurate keyboarding
 - proofreading and error correction
 - appropriate use of stationery
 - intelligent display
 - consistency of style within a document
 - planning and organising work within deadlines
- follow written instructions that simulate those given in a realistic, practical business situation
- produce a range of routine and non-routine business documents using a computer or word processor
- present documents attractively using a businesslike, appropriate and consistent format
- ensure documents are acceptable for signature by a line manager, i.e. accurate and mailable.

Assessment Format

The assessment will be presented in the form of:

- an instruction sheet stating the name of the company, its business and the line manager's name and title. Other information may be included on the instruction sheet, for example unusual terminology; names/titles; company details; addresses; fax numbers. The instruction sheet will also show a list of the tasks to be transcribed, together with the number of words in each document.
- two in-tray documents which will relate to two or more of the documents to be transcribed. Additional handwritten notes may be added by the line manager. This material will be similar to that normally found in an administrator's in-tray in a real business situation. These documents may include:
 - an incoming letter
 - an incoming memo
 - an incoming fax message
 - a hard copy of an incoming e-mail

- a telephone message
 - notes keyed on PC by a line manager which may be amended by hand
 - a document previously drafted in typescript or manuscript with corrections
 - any other realistic business document
- written information and instructions from the line manager regarding documents to be transcribed.

Candidates will use the documents and information provided to produce four documents.

Candidates are advised to spend the first 10 minutes studying the instruction sheet and the in-tray documents. Handwritten notes may be made during this time.

Candidates should spend 1 hour 50 minutes on transcription of the four documents and on proofreading. At the end of the examination completed documents must be placed in the assessment envelope in the order given.

The total time available is 2 hours.

Assessment Requirements

Computers or word processors **must** be used for this assessment.

Stationery will **not** be provided by EDI plc. Centres must provide their own letterheaded and plain A4 bond paper. Centres are permitted to make a template of the Siskin Parkway Group letterheaded paper to be accessed by candidates at the time of the assessment. A sample letterhead can be found in Appendix A. Centres are also permitted to make a template of a memorandum to be accessed by candidates at the time of the assessment.

Candidates may use a standard English dictionary and a calendar during the assessment. Candidates for whom English is not the first language may use a bilingual dictionary. Candidates may access both the spellcheck and thesaurus on computers.

Regulations for candidates using shared printing equipment

- (a) Where candidates have access to shared printing equipment, printing out of Text Production tasks may be undertaken after the assessment time. Candidates may input printing instructions under the supervision of an invigilator but only the invigilator may handle the hard copy.
- (b) Alternatively, candidates are permitted to print out during the assessment time, proofread, edit and print out again but must raise a hand so that the input of printing instructions is supervised. The invigilator must then supervise the printing out to ensure that queues do not form at shared printers and that candidates do not communicate with each other. No extra time is permitted for this.
- (c) Scripts produced on computers and word processors must be cleared from the storage media within 48 hours after the hard copy has been printed out and dispatched to EDI.

Coverage of Syllabus Topics in Examinations

All topics will be covered in each examination.

Answer Formats

Candidates will be required to produce 4 documents as follows:

Syllabus Reference	Document
2.2	1 Business letter
2.2	1 Memo
2.3	2 Other business documents

The total word count will be approximately 775 words.

Any businesslike format will be accepted provided it is used consistently, including use of American spelling and presentation conventions.

Mark Allocation

Scripts will be marked using an error tolerance system.

Marks will be deducted for errors which affect the mailability of a document, i.e. anything which would need to be corrected in order for it to be used in a practical business situation.

When all documents have been marked and errors totalled the final grade will be determined by the total number of errors as a percentage of the word count stated in this syllabus.

Marking Criteria

The originator of any document should be able to expect a document to be produced which is:

- completed according to instructions
- well displayed, therefore creating a good impression
- a correct transcription of the message
- free from typographical, grammatical and punctuation errors

In this assessment anything which does not meet these requirements will be penalised.

A list of errors is provided for general guidance in Appendix B.

Certification

Pass – confirms that a standard of 97% accuracy was achieved
Merit – confirms that a standard of 98% accuracy was achieved
Distinction – confirms that a standard of 99% accuracy was achieved

Recommended Reading List and Support Material

Reading List

Title	Author(s)	Publisher	ISBN Code
How to Pass Text Production	LCCIEB Chief Examiner	LCCIEB	1 86247 0 92 8

Support Material

A sample paper and answers are available on the qualification page of the website.

How to offer this qualification

To offer this qualification you must be an LCCI IQ registered examination centre. To gain centre approval please contact Customer Support on 08700 818008 between the hours of 0830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

Level 2 Text Production

Learning Outcomes	Assessment Criteria	Indicative Content
<i>The learner will:</i>	<i>The learner can:</i>	
<p>1. Be able to follow a range of instructions to transcribe and edit documents.</p>	<p>1.1 Distinguish between text that needs to be transcribed and instructions regarding transcription/presentation.</p> <p>1.2 Expand a range of abbreviations and contractions shown in manuscript or typescript.</p> <p>1.3 Transcribe and edit work according to a range of instructions which may involve:</p> <ul style="list-style-type: none"> ▪ Re-arranging material into alphabetical or numerical order. ▪ Incorporating material from other specified sources. ▪ Interpreting printers' correction signs. 	<ul style="list-style-type: none"> ▪ <i>Identify and follow specific candidate instructions (a phrase/sentence normally encircled) e.g. Display in double line spacing or Insert date for last Wed of next month etc. Instructions will appear at the top of the task, in the margin(s) and/or within text.</i> ▪ <i>Identify abbreviated words. Expand and spell correctly. (See Appendix C) Identify common contractions. Expand and spell correctly. (See Appendix C).</i> ▪ <i>Follow instructions and arrows within a task e.g.: list of names to be arranged in alphabetical order; points to be put into numerical order.</i> ▪ <i>Incorporate items from in-tray documents/other documents/candidate instruction sheet.</i> ▪ <i>Identify and comply with printers' correction signs. (See Appendix D).</i>

<p>2. Be able to produce a range of accurate documents.</p>	<p>2.1 Produce a range of documents.</p> <p>2.2 Produce business letters and memos.</p> <p>2.3 Produce other business documents.</p> <p>2.4 Demonstrate accurate proof-reading skills.</p> <p>2.5 Type documents at a production speed of 35 wpm.</p> <p>2.6 Indicate any enclosures in an appropriate format.</p>	<ul style="list-style-type: none"> ▪ <i>Produce a variety of single page tasks consistently, according to convention and specific instructions. The inclusion of a simple footnote preceded by an asterisk may be required.</i> ▪ <i>Produce business letters and memos consistently, according to convention and specific instructions.</i> ▪ <i>Produce other business documents/tasks consistently, according to convention and specific instructions e.g.: advertisement; article; form; information sheet; itinerary; notice; notice of meeting/agenda; programme; report.</i> ▪ <i>Check and correct work and produce documents which are error-free, clean and uncreased.</i> ▪ <i>Demonstrate keyboarding competence at 35 wpm.</i> ▪ <i>Note letters and memos that have enclosures and mark documents accordingly in the correct position using one of the following consistently: Enc; Encs; Encl; Encls; Att; Atts.</i>
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<p>3. Be able to use appropriate presentation tools.</p>	<p>3.1 Use appropriate margins and line spacing.</p> <p>3.2 Demonstrate accurate use of a calendar to display dates and times consistently.</p> <p>3.3 Use appropriate stationery for all documents.</p> <p>3.4 Use any business-like method to display consistently.</p> <p>3.5 Display headings in accordance with common display conventions.</p> <p>3.6 Use numbered, lettered or bullet points effectively within documents, as instructed.</p>	<ul style="list-style-type: none"> ▪ <i>Change margins and/or line spacing as appropriate or as instructed for a whole task or part of a task. Single and double line spacing will be required.</i> ▪ <i>Date documents accurately as instructed. Insert within text, following reference to a calendar, accurate dates (with/without days), and times using the 12-hour clock or the 24-hour clock. Dates should be entered in full i.e. 12 January 2011. Times should be displayed using the 12-hour clock (12.30 pm) or 24-hour clock (1230) consistently within a task.</i> ▪ <i>Select appropriate stationery for tasks e.g. letters on A4 letter headed paper (Centre provided), memos and other documents on plain A4 paper unless instructed otherwise.</i> ▪ <i>Use fully blocked layout with open punctuation consistently unless otherwise instructed. Candidates may be required to follow the display on in-tray documents, as instructed. Candidates should be able to apply a range of font sizes and styles as appropriate and as instructed.</i> ▪ <i>Recognise the different heading formats. For example: main and subheadings; shoulder and side headings. Headings should be displayed in capitals or lower case with underscore; or in emboldened capitals or emboldened lower case – as per copy or as instructed. Headings should be followed by at least one clear line space.</i> ▪ <i>Insert and display numbered/ lettered points as instructed, consistently at left margin e.g.</i> <p>1 (1) 1) 2 (2) 2) a (a) a) b (b) b)</p>
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	<p>3.7 Display items within any document in unruled columns.</p> <p>3.8 Include any employer/candidate reference on documents as required.</p>	<ul style="list-style-type: none"> ▪ <i>Insert consistent bullets as instructed, at left margin or inset.</i> ▪ <i>Align numbers, letters and bullets.</i> ▪ <i>Align text that follows numbers, letters and bullets.</i> ▪ <i>Display material (text and/or figures) in tabulated columns (unruled), maximum 4 columns by 6 rows with/without column headings.</i> ▪ <i>Align figures – sums of money over decimal point; other figures, align tens and units etc.</i> ▪ <i>Insert reference on documents as instructed and appropriately positioned (at tops of letters, memos; at foot on other documents).</i>
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Level 2 Text Production – Appendix B

Errors marked * will be penalised once only per script.

Instruction errors

- incorrect stationery used (when specific instruction given)*
- incorrect document produced
- incorrect line spacing (when specific instruction given)
- incorrect margins (when specific instruction given)
- incorrect display (when specific instruction given)
- failure to follow printers' correction signs, eg: lc; uc; caps; stet; transpose etc.
- failure to place text correctly
- omitted or incorrect date*
- omitted or incorrect reference*

Presentation errors

- incorrect stationery used, eg letter on plain, memo on headed*
- incorrect line spacing (when no specific instruction given)*
- incorrect margins (when no specific instruction given)*
- incorrect or poor display (when no specific instruction given)
- inconsistency in document presentation style*
- inconsistency in spacing*
- inconsistency within text, eg: dates; times; names; use of lc/uc/open punctuation*
- insufficient space for signature*
- document signed by candidate*
- dirty, torn or creased work
- badly placed work (too high/low on page)*

Transcription errors

- incorrect/omitted/additional word or number (once only if consistent)
- contracted words (eg I'll, I'd) not expanded correctly*
- abbreviation not expanded correctly (once only if consistent)
- incorrect/omitted/incomplete sender's name
- incorrect/omitted/incomplete sender's designation
- enclosure(s) not indicated
- omission of recipient's name for copy/ies
- omission of recipient's designation for copy/ies

- missing or unnecessary text

Accuracy errors

- typographical error (once only if consistent)
- misspelling (once only if consistent)
- incorrect/omitted/unnecessary punctuation
- incorrect/omitted/unnecessary apostrophe (once only if it does not affect meaning)
- omission of space between words
- confusion between hyphen and dash*

Penalties will not be incurred for errors which are the result of machine problems. In such cases a report must be provided by the Centre invigilator.

Level 2 Text Production – Appendix C

ABBREVIATIONS

ampersand (&)	and
approx	approximately
asap	as soon as possible
bus	business
co	company
hr(s)	hour(s)
info	information
mgr(s)	manager(s)
mtg(s)	meeting(s)
necy	necessary
no(s)	number(s)
opp	opportunity
poss	possible
recd	received
reqd	required
tel	telephone
temp	temporary
wk	week
yr	your

Days of the week

Months of the year

Words in addresses (Ave/Avenue; Rd/Road; St/Street; Cres/Crescent; Dr/Drive)




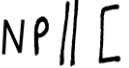

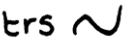
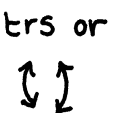
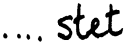



CONTRACTIONS (ALL LEVELS)

A selection of contractions such as:

he'll	he will
I've	I have
I'm	I am
it's	it is
we've	we have
we're	we are
you're	you are

Level 2 Text Production – Appendix D

PRINTERS' CORRECTION SIGNS

	delete word(s)
	insert word(s) shown above or in balloon
	close up a space
	new paragraph
	run on (no new paragraph)
	transpose (change order)
	transpose – change the order of items vertically
	transcribe word(s) with dotted line underneath
	align as shown
	change capital letter(s) into small letter(s)
	change small letter(s) into capital letter(s)

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and performance

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