

## On Demand Examination

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# AWARD IN TEXT PRODUCTION

## Level 2

Subject code: 20078 SAMPLE

Time allowed: **2 hours**, including 10 minutes' reading time

### INSTRUCTIONS FOR CANDIDATES

- Complete **all** details in the spaces provided on the envelope supplied.
- Spend the first **10 minutes** reading the instruction sheet and documents which make up the examination. You may make notes during this time.
- You then have **1 hour 30 minutes** for transcription and proof reading.
- Use document originator/candidate reference initials on each document, unless instructed otherwise.
- Enter the date of the examination on each document, unless instructed otherwise.
- Using plain or headed paper as appropriate, make sure that the left margin is at least 25 mm, unless instructed otherwise.
- Only one copy of each document is required, even when routing is requested.
- You may use an English or bilingual dictionary, thesaurus, spellcheck and calendar.
- At the end of transcription time, place all documents in order in the examination envelope. Do **not** include unused stationery.
- Complaints about faulty computers and word processors should be reported immediately to the Invigilator.

## **CANDIDATE INSTRUCTION SHEET**

### **Scenario**

You work for Sebastian Lopez, Activities Manager at Siskin Parkway Group, a company that organises activity day camps for boys and girls during school holidays.

Mr Lopez likes his letters to be completed:

Sebastian Lopez  
ACTIVITIES MANAGER

### **Requirements**

Mr Lopez has passed to you two in-tray documents which relate to at least two of the four tasks to be undertaken. Follow his instructions and present the documents in a businesslike and consistent format. Include all the necessary details and produce the four documents ready for signature where appropriate.

Mr Lopez has given you a note of the tasks to be undertaken as shown below:

		<b>Approximate number of words</b>
Task 1	Letter to Mrs Elizabeth Jackson	237
Task 2	Information sheet	228
Task 3	Article (for the new Company brochure)	170
Task 4	Memo to Joanne Gooding	140

You will need the following information to complete the documents:

Customer Service telephone number: 0845 333 444  
Siskin Parkway Activity Day Camps website: [www.spgactivitydaycamps.com](http://www.spgactivitydaycamps.com)

Joanne Gooding, Purchasing Manager

Andrew Sullivan, Marketing Manager

## **IMPORTANT INFORMATION FOR CANDIDATES**

**THE IN-TRAY DOCUMENT(S) MAY BE DETACHED FOR EASE OF REFERENCE.**

IN-TRAY DOCUMENT 1

Email Message

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**From:** "Elizabeth Jackson" <elizabethjackson15@ttv.net>  
**To:** <customerservice@siskinparkway.com>  
**Sent:** *Yesterday's date* 1535  
**Subject:** **FURTHER INFORMATION PLEASE ON YOUR ACTIVITY DAY CAMPS**

Good afternoon

My son, Daniel aged 13, is interested in spending some time at an Activity Camp during a school holiday soon. I have accessed your website and gathered together a lot of information. However, I should like to know where your new site in Maidstone might be, when it will open and the activities you will have available there.

I am very concerned about the safety aspects at any camps and wonder if you can reassure me on this.

My address is as follows:

23 Norton Road  
MAIDSTONE  
Kent  
ME3 2RS

Leybourne School, Manor Road, Maidstone

I look forward to hearing from you. Thank you.

*Mrs Elizabeth Jackson*

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IN-TRAY DOCUMENT 2

DESKNOTE

Sebastian

I saw the representative from Guardian Gifts last week when you were out of the office.

I agreed that we would purchase some promotional items from their catalogue but said we couldn't place the order till you were back in the office.

My view is that we should order the Hanover Drawstring Bag - one colour for girls and another colour for boys. If we order 2500 in each of two colours, the price per bag is 60p. It's still going to be expensive but I think it would be a good marketing move to give a promotional gift to each boy and girl at the end of their time with us.

Total bill  
£3000

If you're in agreement, can you ask Joanne Gooding to place the order. You can decide on the colours and we only want our name and website printed on the bags.

Andrew Sullivan

Use bullets and include in memo

Item No 4500 2500 Green Hanover Drawstring Bags  
Item No 4501 2500 Red Hanover Drawstring Bags

**BLANK PAGE**

Letter to Mrs Elizabeth Jackson

Dear Mrs J \_\_\_\_\_

Activity Day Camps

← caps

between 7 & 17 years

Thank you for your email message seeking <sup>further</sup> info about our  
 Activity day camps for your 13-year old son, Daniel.

NP [As you've seen from our website, we offer day camps for  
 young people during school holiday periods at activity centres  
 across the UK. We completed recently negotiations with  
 Leybourne School in Insert address. In the <sup>very</sup> near future  
 close we shall be offering activities there on week days only.]

The opening date will be announced on ~~the~~ our website  
 on Insert date for 2 weeks time.

NP [We note your concerns about <sup>health &</sup> safety. Our instructors are  
 fully qualified. All hold <sup>either</sup> a qualified first-aid certificate  
 or undergo training for this certificate as soon as ~~possible~~ they  
 join us. We take ~~every~~ <sup>every</sup> possible safety precaution using ~~the~~  
 harnesses, life jackets <sup>protective</sup> & helmets <sup>etc</sup> for all <sup>relevant</sup> activities. [I enclose  
 an info <sup>sheet</sup> ~~sheet~~ on the activities that will be available at  
 Leybourne S. These will be limited in our first year <sup>only</sup> because  
 the site is new to us. We're sure that we have activities  
 available that your son will enjoy. [For further info or to  
 make a reservation, please contact our customer service  
 staff <sup>on asap</sup> on 0845 \_\_\_\_\_ between 9.00 am & 7.00 pm  
 Mono to Sats.]

Yours sincerely

Prepare this information sheet.  
 All headings to be bold.  
 Rearrange numbered paragraphs into correct order. Retain the numbers.

SISKIN PARKWAY GROUP  
 SCHOOL  
 LEYBOURNE ~~HOUSE~~, MAIDSTONE  
 PROPOSED ACTIVITIES DURING OUR FIRST YEAR

1 CANOEING

uc Enjoy 'messing about' in ~~boats~~<sup>boats'</sup> on Leybourne lake. Learn about paddling and capsize techniques in canoes and kayaks. Life jackets are provided.

4 X HORSE RIDING

tr This is offered in conjunction with Leybourne Stables/~~next door~~<sup>which are adjacent</sup> to the school. Classes for improvers and beginners. Riding hats are provided.

3 CRICKET & FOOTBALL

Master the techniques of batting and bowling. Bats and pads are provided.

It is necy to attend for 5 days to play in a cricket match.

Improve your football<sup>skills</sup> and participate in 5-a-side competitions on artificial grass pitches which look and play like real grass. Bring your own boots!

2 X CLIMBING/ABSEILING

rock walls. Safety helmets and harnesses are provided. <sup>+ platforms</sup> Once confident, try your hand at abseiling down the rock walls.

close up 5 WIND SURFING

Always popular<sup>a choice</sup> but ~~very much~~ dependent on the weather! Tuition is available at the ~~south~~<sup>south</sup> end of L~~ake~~<sup>ake</sup>. Lake on the waterside and then on the lake itself. Boards + wetsuits are provided.

PLEASE

FOR FURTHER INFO + BOOKINGS, CONTACT CUSTOMER SERVICE ON 0845 — — OR BOOK THROUGH OUR WEBSITE: www — .com.

All italics

NP [FEES FROM £25 TO £35 PER DAY DEPENDENT UPON THE ACTIVITIES SELECTED. DISCOUNTS FOR 5-DAY BOOKINGS.  
 NP [PLEASE NOTE THAT ALL COURSES ARE ~~DAILY~~ DAY COURSES.



Prepare this Article in double line-spacing.  
Leave a top margin of at least 5cm for a photo.

Use a justified right margin

Bold [LEYBOURNE HOUSE] *Decorative font 14-point size*

boys & girls

Siskin Parkway Group ~~has~~ recently completed negotiations to offer activity day camps for ~~children~~ at Leybourne School in Maidstone, Kent during the school holidays. The history of Leybourne House (now housing the school) is interesting.

1c The House was built in 1789 by the 16th Earl of Shrewsbury. By 1799 the property was owned by the Prince Regent whose daughter, Princess Charlotte, lived there for several years. *(later to become George IV)*

Siskin P — G — will <sup>be</sup> offering day camp activities here later this year comprising canoeing, climbing & abseiling, cricket, <sup>boys</sup> football, windsurfing & horse riding on the 8.5 hectare lake. Activities will gradually expand & next year Siskin Parkway expects to offer additional activities such as quad biking, mountain biking & go-kart racing.

1c The House has changed hands many times & in 1985 was purchased by the Leybourne School Trustee Co & converted. It <sup>now</sup> offers a magnificent environment where students can study & ~~be~~ participate in <sup>a variety of</sup> sports. It also provides a superb venue for mtgs.

Reference and Date not required on this

Memo to Joanne Gooding,  
 Copy: Andrew Sullivan  
 Use the heading: PROMOTIONAL GIFTS

Andrew & I have agreed that a <sup>promotional</sup> gift for boys & girls at the end of their time with us would be a good idea.

Would you, therefore, <sup>please</sup> order from the Guardian G — catalogue the following items:

See Desknote from Andrew

As regards overprinting on the <sup>fronts of the</sup> bags, we'd like ~~to have~~ **SISKIN PARKWAY ACTIVITY DAY CAMPS** plus our website details in gold. On an order for 5000 <sup>bags,</sup> the price per bag is 60p which means that the total bill will be £        .

See Desknote

Now that we've made the decision, delivery is urgent — ~~it must~~ within 14 days ideally.