

On Demand Examination

AWARD IN TEXT PRODUCTION

Level 3

Subject Code: 20079 SAMPLE

Time allowed: **2 hours 10 minutes**, 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 **2 hours** 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 Denise Bentley, the Rentals Manager of Siskin Parkway Group, a company which deals in property rentals.

Ms Bentley likes her letters to be completed:

Denise Bentley
Rentals Manager

Requirements

Ms Bentley has passed you two in-tray documents which relate to at least two of the four tasks to be produced. Follow her 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.

Ms Bentley has given you a note of the tasks to be produced as shown below:

		Approximate number of words
Task 1	Letter to Sally Morrison	252
Task 2	Advertisement	140
Task 3	Information Sheet	404
Task 4	Memo to Graeme Wilson	170

You will also require the following information to complete the documents:

Denise's direct line is 02476 516523. Her email address is denise.bentley@siskinparkway.com

Graeme Wilson, Rentals Team Leader

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT 1

TELEPHONE MESSAGE

MESSAGE FORM

Message For	Denise Bentley
Message From	Sally Morrison
Telephone Number	07882 345 098
Subject	<u>RENTAL PROPERTIES IN WARWICK</u>
Message Taken By	Melissa Godfrey
Date and Time	Yesterday, 2.30 pm

MESSAGE

Miss Morrison telephoned regarding properties for rental in Warwick. Is living in Carlisle but has just taken a new job in Warwickshire.

Is looking for a flat/apartment within walking distance of the station. 2 bedrooms preferred.

Please send her details of what you have on file. Her address is

48 Yewtree Drive
CARLISLE
CA4 2TK

Will be visiting Warwick early next week. Could look at properties then.

Please contact asap.

Thank you.

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IN-TRAY DOCUMENT 2

EMAIL MESSAGE

Denise Bentley

From nadiajones@jonesandco.co.uk
 (Nadia Jones, Director, Jones and Company)
To denise.bentley@siskinparkway.com
 (Denise Bentley, Rentals Manager, Siskin Parkway Group)
Date Yesterday 1245
Subject RETIREMENT PROPERTIES IN LEAMINGTON

Hi Denise

Am aware that time is running out and we still haven't let you have details of the new retirement apartments for your advert! The important features to stress are:

- ③ Communal lounge
 - ② Lifts to all floors
 - ① Laundry room
 - ④ Communal garden
- } List 2
- ① One or two bedrooms
 - ② Spacious lounge ← with patio doors & balcony
 - ④ Bathroom with shower ~~unit~~
 - ⑤ Entrance hall with storage
 - ③ Fitted kitchen with dining area
- } List 1

We are hoping to achieve a rental price of at least £650 per month, but would like to discuss this with you again if interest isn't forthcoming.

Look forward to hearing from you soon.

Kind regards

Nadia 😊

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Letter to Sally Morrison, copy to Graeme Wilson.
Use heading from telephone message.

Dear Miss M _____

^{insert space} Thank you for your recent tel call in which you asked for info on rental properties ^{in Warwick}. I've ~~great~~ pleasure in enclosing details of several properties which ^{are} currently are on our books. All are within walking distance of the railway ^{station} & are located in quiet neighbourhoods.)

^{NP} They ^{all} will be available for occupation within the next few weeks. // Yesterday I recd details of another property which I feel would be ideal for you ~~as a new~~ home. It is a 2-bedroomed penthouse ^{apartment} ~~suite~~ which is in the centre of the town. The apartment is spacious & beautifully decorated. The owner has just left the country to work overseas on a 3-year contract, so he's keen to find a reliable tenant asap.

+ the views are magnificent

^{stet} You mentioned that you'll be visiting the area early next wk. If you'd like ^{me} to arrange for you to visit any of the properties, please let me know. I shall be happy to accompany you + ~~give you~~ ^{let you have} full details

of costs, maintenance charges & any other legal obligations.

If you'd like further info, please do not hesitate to contact me by email at _____. My direct line is _____ if you prefer to get in touch by tel.

I look forward to hearing from you soon.

Yrs s_____

Centre all the text in this advertisement & insert a full-page border. Use plain paper. Omit ref and date.

Retirement Properties in Leamington Spa

bold, underline & large font

and secure
Enjoy a stress-free retirement in Leamington Spa!

recently
Jones & Co ~~has~~ completed fifteen purpose-built rental apartments. Designed for residents over 60 years of age, these beautiful properties are close to all amenities & enjoy marvellous views of open parkland.

Each apartment comprises

List 1

The apartment block features

List 2

see email for details

Rental charges start at _____] this line in bold

^{rental}
The charge includes the services of a house manager & all maintenance & service charges.

Viewings starts on Mon (insert next Mon's date). To make an appointment, please contact

D _ B _ , R _ M _ , S P G on (tel no)

We look forward to hearing from you soon!

Use single line spacing and margins of 3.5 cm for this document. Rearrange order and number each point. Use full justification. Date for month and year only.

~~SISKIN PARKWAY GROUP~~

Display headings consistently

~~RETIREMENT PROPERTIES FROM JONES AND COMPANY~~ ← bold + underline

Will act as agents
 Siskin Parkway Group ~~are~~ the sole ~~representatives~~ for Jones and Company's new retirement properties in Leamington Spa & we invite you to take a look at the fantastic opportunities available.

Here are some FAQs to help you.

Indent this paragraph 5 cm from left margin & use double line spacing

② WHAT IS AN ASSURED TENANCY?

uc An assured tenancy is a ~~formal~~ ^{legal} agreement between the land ^{lord} and the tenant ^{which} states that the tenant ~~may~~ ^{can} remain in the property for ~~as long as~~ as long as s/he wishes.

① WHY SHOULD I RENT ~~INSTEAD OF BUY?~~ ^{IN LATER LIFE}

Many people decide to rent ^{a property} in later life because ^{it} being a tenant frees them from the ~~worry~~ ^{worry} of maintaining their own property. They sell their family home and use the money to pay their rent.

Additionally, each apartment building enjoys the services of a House Manager as well as a maintenance team to keep the building and gardens in good order.

③ The rental charges seem quite high. Why is this?

bts Retirement ~~homes~~ ^{properties} are built to provide security, (peace of mind) and (comfort) for residents. They are ~~constructed~~ ^{built} to the highest standards, include ^{many} safety features and ^{usually} are situated in central locations. Such services are expensive; therefore the rental ~~costs~~ ^{charges} are higher to reflect the services provided.

IF I AM A RESIDENT

⑤ CAN I CONTINUE TO WORK? ^{in paid or voluntary positions}
 Of course ~~you can~~. Many residents continue to work. The only stipulation ~~made~~

is that you may not run a business from your apartment.

④ HOW OLD MUST I BE TO LIVE IN A RETIREMENT PROPERTY?

Jones + Co ^{will lease} ~~offer their~~ apartments to anyone ^{aged} ~~over~~ 60 or over.

I AM INTERESTED.

⑦ WHAT SHOULD I DO NEXT?

^{also} You will need to provide a deposit (the equivalent of one month's rent). Your deposit

will be refunded at the end of your tenancy, provided that the property is left in a good ~~and~~ state of repair.

(financial, medical + personal)

You will need to ^{provide} ~~give us~~ details of 3 referees ^{and let us have a reservation fee of £400.}

^{within 14 days}

If you change your mind, the fee will be refunded in full.

⑥ What happens if I become ill?

If you ^{have} ~~need~~ to spend time in hospital, your tenancy is unaffected, provided that ^{your} ~~the~~ rent is being paid.)

If you need short-term care ^{at home}, this can also be arranged.

However, if you need to move to a residential care home, we would expect you to terminate your rental agreement & vacate the property.

Memo to Graeme Wilson

James & I will be attending the International Housing
 oc Conference at the NEC tomorrow, so could you please
 deal with the following matters ^{in my absence}.

2 ~~X~~ JONES & CO

As you know, we are the sole agents for Jones & Co
 relating to the rental of their ^{new} retirement properties
 in Leamington Spa. I've prepared an advert which
 will appear in the Leamington press next wk. I've also
 put together an info sheet about retirement properties
 so that we can send it out ^{with the other details} later. Please check it
 through & let me have your comments.

1 ~~Z~~ SALLY M _____

I attach a copy of my letter to Miss M _____, giving
 details of ^{rental} properties in Warwick. If she contacts me
 about a viewing, please make the necessary arrangements
 & log them in my diary.

If you have any problems, just give me a call.

Thank you.