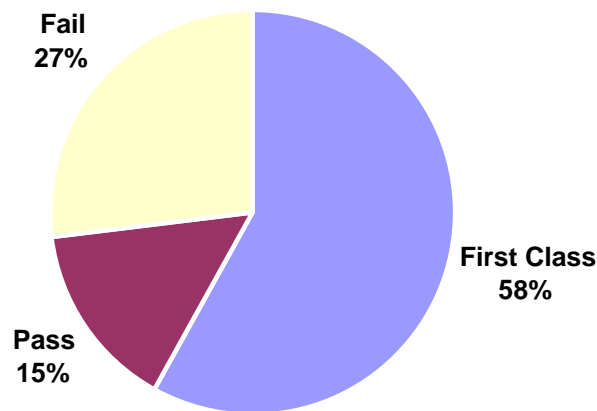# 8975 Word Processing Techniques - Essential

General Observations
The range of results is of a similar standard to 2006. However the number of candidates achieving a First Class pass has fallen by 2%

Areas of good performance
The majority of candidates entered at this level are well-prepared and are able to complete the four tasks to a good standard of accuracy and presentation in the time allowed. Candidates also showed the ability to follow instructions correctly.

Areas for development
Problems that arose at this level were often due to one or more of the following:
- Candidates need to take more care with the editing of the tasks and make all of the necessary corrections.
- Deliberate errors are not always recognised and corrected.
- Candidates are unfamiliar with serif and sans serif fonts. The form task, whilst easy for most candidates, does cause some candidates problems and is not always presented as well as it needs to be with insertion points not being deleted.
- The date is often omitted from the letter and candidates continue to confuse the hyphen and the dash.

Reasons for not achieving at this level are often related to checking work and not following instructions.

Recommendations
Candidates should complete practice papers to an acceptable standard before taking the examination. Candidates should be encouraged to read instructions carefully and learn the meaning of the different correction signs used in the papers.

Tips
- Make sure you proof-read your work thoroughly.
- Use the spell check facility.
- Follow instructions carefully.
- Know the difference between **underscore** and **upper case.**
- Know the difference between a hyphen and a dash.
- Recognise the difference between a **Serif** and **Sans-Serif** font

8975 Word Processing Techniques - Intermediate

General Observations
The range of results is similar to 2006. However the number of First Class passes has fallen by 3% and the number of candidates failing at this level has increased by 3%.

Fail
33%

First Class
45%

Pass
22%
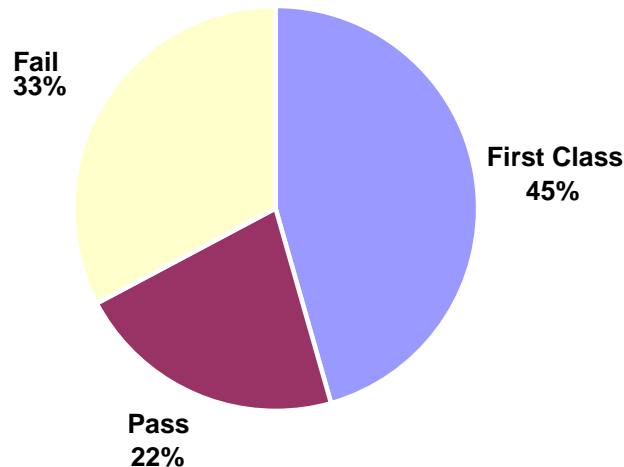
Areas of good performance
Most candidates are well prepared for this qualification indicating they have had practise in the various tasks being tested at this level. The standard of accuracy and proof-reading continues to improve and is generally good at this level with most candidates completing all tasks within the given time. Those candidates that pass at this level have followed the instructions carefully and have produced work that is well laid out to a very high standard.

Areas for development
Problems that arose at this level were often due to one or more of the following:
- For those candidates who have not achieved, this is usually a result of poor proof-reading and failure to follow the instructions.
- Candidates often confuse the instructions to 'Copy' and to 'Move' and they continue to misunderstand the use of the hyphen and a dash.
- 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.
- The expansion of abbreviations is not always accurate.
- It should be emphasised that candidates should not insert spaces in e-mail addresses as this will incur a penalty.

Recommendations
Candidates should complete practise papers in preparation for the examination. Candidates should be made aware of margin controls and how changes in page orientation can affect which margin becomes the top and bottom margins and which become the left and right margins. A list of the abbreviations used in the examination should be given to candidates during their course and they should become familiar with these.

Tips
- Spell check and proof-read your work before printing.
- Know the difference between **copy** and **move.**
- Know the difference between a **hyphen** and a **dash.**
- Make sure you indicate the Enc if required.
- Include the date on all letters and memos.

8975 Word Processing Techniques - Advanced

General Observations
There has been an overall reduction in the number of candidates achieving a pass at this level. The number of candidates achieving a First Class pass compared to last year has reduced by 9% and the number of candidates failing has increased by 3%. The number of candidates achieving a Pass grade has improved by 6%.
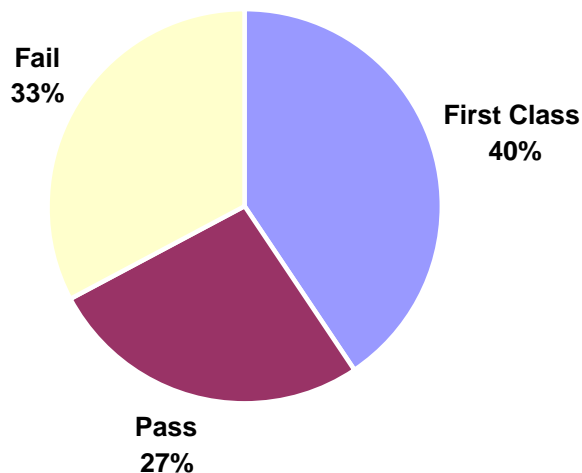
Areas of good performance
Most candidates are completing this paper and producing all the required printouts including copies of the datafile. This would indicate that candidates are working through practice papers, are following instructions and have become familiar with the requirements of the syllabus. The level of accuracy, proof-reading and following instructions continues to improve at this level.

Areas for development
Problems that arose at this level were often due to one or more of the following:
- Those candidates who do not achieve continue to make the same mistakes that are evident at the lower levels of not knowing the difference between
  - **copy** and **move,**
  - a **hyphen** and a **dash**
  - **Serif** and **Sans-Serif** font.
- Spacing between border and text or spacing between paragraphs is often not as instructed.
- Candidates should also be given tasks where they can practise proof reading, especially checking for consistency within a document e.g. between the use of words and figures.

Recommendations

Candidates need to practise speed, accuracy and presentation skills before being entered for this examination. Practising with past papers will help candidates improve their word processing skills. Candidates must learn to read through the examination papers and to follow instructions. Accurately changing margins when using landscape orientation continues to cause problems and candidates should check these. Centres should ensure that the software and the printer are set up for the correct paper size.

Tips

- Remember to print a copy of the data file.
- Remember to add the date to letters.
- Follow **all** instructions (highlight instructions on the paper).
- Proof-read and spell check **all** tasks.