CARIBBEAN EXAMINATIONS COUNCIL

Caribbean Secondary Education Certificate®

CSEC®

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT SYLLABUS

Effective for examinations from May-June 2014

This document CXC 34/G/SYLL 12 replaces CXC 34/G/SYLL/03 issued in 2003.

Please note that the syllabus has been revised and amendments are indicated by italics.

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Revised 2012

Please check the website, www.cxc.org for updates on CXC's syllabuses.

Contents

Electronic Document Preparation and Management Syllabus

♦ **RATIONALE**

Computerisation has revolutionised the way documents are created, stored and transmitted. It has facilitated greater efficiency and more innovative ways of sharing information. The computer continues to be an indispensable tool in the world of work. The ability to use the computer provides essential skills for prospective employees in the fields of data preparation and data management.

Students seeking opportunities in the world of work or pursuing further studies must develop competence and proficiency in the use of computers and related electronic hardware devices. The Electronic Document Preparation and Management (EDPM) syllabus is designed to equip students with knowledge and computer-related skills required to enhance the performance of clerical and administrative tasks.

The syllabus seeks to instil tenets of the Ideal Caribbean Person as articulated by the CARICOM Caribbean Education Task Force (CTF) and adopted by the CARICOM Heads of Government at their 18th Summit. To this end the syllabus contains objectives and content intended to foster disciplined and ethical behaviours within the work environment. In addition, the syllabus conforms to UNESCO's Pillars of Learning and aims to promote varied approaches to learning, and the personal growth, decision-making capabilities of students.

The EDPM syllabus will provide a holistic approach to acquisition of knowledge and the development of candidates' decision-making and problem-solving skills. It is suited for candidates pursing any discipline, as the competencies and skills developed in the preparation and management of electronic documents are interdisciplinary and imperative in the world of work or in the pursuit of further studies.

♦ **AIMS**

The syllabus aims to:

1.   develop an understanding of the importance of *Information and Communication* Technology (ICT) in a modern office environment;

2.   equip students with the requisite skills to assume clerical and administrative roles;

3.   lay the foundation for career development and advancement in a business environment;

4.   *develop knowledge and skills useful for specialised training* for secondary, post-secondary studies, and future careers;

5.   foster disciplined and ethical behaviours within the work environment;

6.   develop effective document management capabilities;

7.   enhance the quality of life and foster personal growth and development.

♦ GENERAL OBJECTIVES

On completion of the syllabus, students should:

1.   develop an awareness of the impact of ICT on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function effectively in a technological environment;

3.   demonstrate mastery in the operation of a QWERTY keyboard, utilising the standard and function keys;

4.   select appropriate software application to create and manipulate documents;

5.   create documents or prepare documents in accordance with universally accepted standards;

6.   interpret correction signs and terminologies used in document preparation;

7.   use acquired knowledge to enhance personal growth and skills for career development;

8.   appreciate the importance and effectiveness of manipulating data in an electronic environment;

9.   develop skills to use computer software and hardware effectively to produce various types of documents;

10.   appreciate the value of meeting deadlines in the preparation of documents;

11.   adopt ethical standards in preparing, storing and retrieving electronic documents.

♦ ORGANISATION OF THE SYLLABUS

The syllabus is arranged in *nine* sections, sub-divided into specific objectives and corresponding content.

SECTION I   –   FUNDAMENTALS OF COMPUTIING

SECTION II   –   KEYBOARD MASTERY

SECTION III   –   INTRODUCTION TO APPLICATION SOFTWARE

SECTION IV   –   USE OF APPLICATION SOFTWARE

SECTION V   –   BUSINESS DOCUMENT PREPARATION

SECTION VI   –   SPECIALISED DOCUMENT PREPARATION

SECTION VII   –   ELECTRONIC COMMUNICATION

SECTION VIII   –   DOCUMENT MANAGEMENT

SECTION IX   –   ETHICS

The arrangement of the syllabus does not necessarily represent a teaching order. Each *section* consists of specific objectives and corresponding content on which the examinations will be based.

♦ SUGGESTED TIME-TABLE ALLOCATION

It is recommended that a minimum of five 40-minute periods per week or the equivalent be allocated to the syllabus. This time should include at least one double period.

♦ CERTIFICATION

For this examination, a candidate's performance will be indicated on the certificate by an overall numerical grade on a six-point scale as well as by a letter grade for each of three profile dimensions, namely, *Accuracy and Speed, Knowledge and Comprehension* and Presentation and Use of Technology.

♦ DEFINITION OF PROFILE DIMENSIONS

1.   *Accuracy and Speed*

     The ability to produce a document that:

     (a)   *is professionally completed in terms of use of language skills, for example, punctuation, spelling, abbreviation, grammatical errors; and*

     (b)   *applies document management techniques within a specified time period.*

2.   *Knowledge and Comprehension*

     The ability to:

     (a)   *list procedures;*

     (b)   *identify facts and information;*

(c)   state principles;

(d)   critically analyse procedures, actions and situations related to electronic document preparation and management.

3.   **Presentation and Use of Technology**

The ability to:

(a)   produce a finished product using professional standards, for example, formatting and consistency of style; and

(b)   demonstrate competency in the use of technology, for example, electronic filing and retrieval of different types of documents.

♦ FORMAT OF THE EXAMINATIONS

The examinations will be offered at General Proficiency only, and will consist of external and internal examinations worth 60 per cent and 40 per cent, respectively, of the total mark.

EXTERNAL ASSESSMENT   **(60 per cent)**

Paper 01
(1 hour)
50 marks

This is a compulsory paper and will comprise TEN questions for a total of 50 marks.

Questions will test the two profile dimensions, namely, *Accuracy and Speed, and Knowledge and Comprehension.* Marks will be allocated to each profile dimension as follows:

Accuracy and Speed	- *10 marks*
Knowledge and Comprehension	- *40 marks*

Paper 02
(2 hours)
100 marks

This paper will comprise FOUR questions for a total of 100 marks.

The questions will assess candidates' ability to copy-type, prepare letters, manuscripts, tables, reports, business forms and creative displays.

Question one will be a timed ten-minute speed test.

Each question may differ in the level of skill required. Marks allocated for each question may vary according to the level of difficulty.
The marks will be allocated to *two* profile dimensions as follows:

Accuracy and Speed	- *40 marks*
Presentation and Use of Technology	- *60 marks*

SCHOOL-BASED ASSESSMENT **(40 per cent)**

Paper 03/1
100 marks

This component of the examination is compulsory for all school candidates and will comprise the following:

(a) **Electronic Document Preparation and Management Assignments**

This part of the School-Based Assessment will be worth 75 marks. *It will consist of three assignments testing:*

Accuracy and Speed	- *30 marks*
Knowledge and Comprehension	- *1 5 marks*
Presentation and Use of Technology	- *30 marks*

(b) **Preparation of a *Portfolio***

Guidelines for the conducting of the School-Based Assessment component are presented on pages 19-28 of the syllabus.

This part of the School-Based Assessment is worth 25 marks to be allocated to the three profile dimensions as follows:

Accuracy and Speed	- *10 marks*
Knowledge and Comprehension	- *5 marks*
Presentation and Use of Technology	- *10 marks*

Paper 03/2
(1 hour 30 minutes)
100 marks

This Paper is the Alternative to the School-Based Assessment for private candidates. This component of the examination is compulsory for all private candidates and will test the same skills as those tested for in-school candidates. Paper 03/2 will, as far as possible, mirror the SBA in content, type of tasks and profile dimensions that are tested. The marks will be allocated as follows:

Accuracy and Speed	- *40 marks*
Knowledge and Comprehension	- *20 marks*
Presentation and Use of Technology	- *40 marks*

MARK ALLOCATION BY PAPERS AND PROFILE DIMENSIONS

	Paper 01 Structured	*Paper 02*	*Paper 03 SBA*			*Total*	*Profile Percentage*
			Assignments	*Portfolio*	*Total*		
Accuracy and Speed	*10*	*40*	*30*	*10*	*40*	*90*	*36%*
Knowledge and Comprehension	*40*	*-*	*15*	*5*	*20*	*60*	*24%*
Presentation and Use of Technology		*60*	*30*	*10*	*40*	*100*	*40%*
TOTAL	*50*	*100*	*75*	*25*	*100*	*250*	*100*
TOTAL %	*20*	*40*			*40*	*100*	

♦ REGULATIONS FOR PRIVATE CANDIDATES

1. Candidates entered for the examination through private institutions recognised by the Council will be required to complete all the requirements of the syllabus.

2. Although the project is assessed in components in class, candidates are to be given the entire project. As candidates work on individual components in class they must be monitored by tutors in the institution and given feedback before the final assessment of that component. Tutors must also monitor candidates' project to determine the veracity of work submitted. Tutors should not accept projects which were not monitored during development. The marks recorded in the three components will be collated to form the final SBA mark for submission by April 30, in the year of the examination.

3. Candidates as well as tutors must retain a copy of the completed component as part of their portfolio.

♦ REGULATIONS FOR RESIT CANDIDATES

1. Resit candidates must complete all the components of the examination.

2. Candidates who earned at least 50 per cent of the Moderated scores for the SBA component at the previous sitting may elect not to repeat this component provided they rewrite the examination in the subsequent year.

3. SBA scores can be transferred once only, that is to the examination immediately following that for which the SBA scores were obtained.

4. Resit candidates may be entered through the Local Registrar and should, on registration, indicate that they are resit candidates and give their registration number from the previous year.

5. Candidates who obtained less than 50 per cent of the Moderated marks for the SBA component must repeat the component at any subsequent year and must fulfil the requirements for that year. Candidates may choose to do a new project or improve on the project done in the previous year.

6. Candidates repeating the SBA component must be entered through a school or other approved educational institution.

♦ SECTION I: FUNDAMENTALS OF COMPUTING

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1.	define the computer;	*Electronic machine or device that accepts and processes data to produce information.*
2.	*identify types of computers;*	*Mainframe, Minicomputer, Microcomputers including laptop, desktop, tablet palmtop and other current devices.*
3.	*discuss the advantages and disadvantages of computer usage;*	*Advantages and disadvantages of computer usage in terms of speed, accuracy, storage and reliability.*
4.	*explain the use of the various input devices;*	Keyboard, *touchscreen*, mouse, light pen, microphone, *document* scanner, *character readers (OCR, OMR), barcode readers and other current devices.*
5.	*explain the use of the various output devices;*	*Printer (impact and non-impact) types; line, page, laser, inkjet, dot matrix*, monitors, speakers*, multimedia projector and other current devices.*
6.	*list various types of storage media and their practical applications;*	Compact Disc (CD ROM), Digital Video Disc (DVD), Floppy Disk, Hard Disk, CD-RW *Flash drives and Memory cards and other current storage media.*
7.	*distinguish between operating system software and application software;*	**Operating System Software** Programmes that co-ordinate the activities among computer devices. They contain instructions that allow the user to run application software. **Application Software** Programmes that perform specific tasks for users, including, word processing software, spreadsheet software, database management software, presentation software, and anti-virus software.

SECTION I: FUNDAMENTALS OF COMPUTING [cont'd]

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

8. *describe ways of caring for computers and peripherals in the working environment;*

General care and physical protection of the computer.

9. *discuss health and safety factors associated with computer use.*

Health
Ergonomics
Effects of extended use.
Inadequate lighting.
Inappropriate furniture.
Bad posture.

Safety
Overloading electric sockets
Position of work stations
Location of extension cords

SECTION II: KEYBOARD MASTERY

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

	SPECIFIC OBJECTIVES	CONTENT
1.	*demonstrate competence in keyboarding techniques;*	Practise and develop speed and accuracy at the keyboard using proper touch keyboarding techniques on alphanumeric keys.
2.	*demonstrate correct posture at the computer;*	Practise correct posture, arm reach, seat-height, Screen-to-eye-level contact.
3.	*demonstrate competence in the use of special keys;*	Apply special keys, for example, Tab, Escape, Insert. Shortcut keys, for example, ctrl and alt; and Function keys, for example, F1.
4.	*use correct spacing after punctuation marks;*	After full stop, comma, semicolon, colon, question mark, exclamation *mark*, apostrophe, parenthesis, quotation marks.
5.	*interpret manuscript signs;*	*Application of Manuscript Signs* *(See end of Syllabus for commonly used signs).*
6.	*use different types of headings;*	*Main head, sub-head, shoulder, paragraph, marginal, and others; appropriate use of these headings.*
7.	*prepare typescript from manuscript or typed notes using accepted rules;*	Application of rules governing paragraphing (blocked, indented and hanging paragraphs), inset paragraph, abbreviations, typing of figures and ellipsis.
8.	*apply appropriate language skills to produce a professionally finished document;*	Correct use of punctuation, grammar, spelling and knowledge of abbreviations.
9.	*type at a minimum speed of 35 words per minute.*	*Incorporation of all the skills in specific objectives 1 – 8 above.*

♦ *SECTION III: INTRODUCTION TO APPLICATION SOFTWARE*

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. *identify various types of application software;*	*Word processing, Spreadsheet, Database Management and Presentation.*
2. *explain the purpose of a word processor;*	*Instances in which word processing should be used. Manipulation of text data. Illustration of the features of a word processing application.*
3. *explain the purpose of a spreadsheet;*	*Instances in which spreadsheets should be used. Manipulation of numeric data; Illustrate the features of a spreadsheet application.*
4. *explain the purpose of a database management system;*	*Instances in which databases should be used. Electronic storage and manipulation of data in tables for easy retrieval. Illustration of the features of a database application.*
5. *explain the uses of a presentation software;*	*Instances in which presentation software should be used. Presentations including delivery of lectures, speeches and reports. Illustration of the features of a presentation application.*
6. *determine the appropriate software to be used to perform specific tasks.*	*Selection of appropriate word-processing, spreadsheet, database management, presentation and other specialised software.*

♦ *SECTION IV: USE OF APPLICATION SOFTWARE*

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1. *apply appropriate formatting features to enhance specific documents;*

    Guidelines for selection of: font types, styles, sizes, colour and effects for business documents, bold, *underline*, italics.
    Line spacing.
    Alignment.
    Bullets and numbering, margins.
    Symbols.
    Borders and Shading.
    Background, *watermarks.*
    Endnotes, footnotes, headers, footers, page numbering.

2. *apply editing techniques to prepare documents;*

    Proof-reading of documents and correcting errors on screen to produce a document suitable to be mailed.

    Application of techniques such as: cut, copy, paste, move, search, find and replace, add and delete, spelling and grammar check, thesaurus, font type; type over and insert mode.

3. *prepare documents using tabulations;*

    Simple Tabulations
    Create column and row headings and oblique and vertical headings; apply borders.
    Table alignment on page.
    Sorting data in tables.

    Advanced Tabulations
    Using simple formulae; using spreadsheet or database software to perform predefined functions: Sum, Average, Minimum, Maximum; inserting charts and graphs, formatting of tables using % and $; invoices, debit notes and credit notes.

4. *create a database using a single table;*

    Create a database
    Populate database using no more than 5 fields; perform a simple query using one or two fields.

SECTION IV: USE OF APPLICATION SOFTWARE [cont'd]

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

5. *create simple presentations using presentation software;*

Presentations including the use of Title slides, transitions, timing, appropriate fonts, animations, layouts and graphics; effective communication.

6. *integrate information to produce complete documents for dissemination.*

Documents created using objects or data from different application software, for example, *Mail merge, using an external data source.*

♦ SECTION V: BUSINESS DOCUMENT PREPARATION

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1. *identify sizes and orientation of paper;*

Size: Letter, Legal and customised sizes.
Orientation: Portrait and Landscape.

2. *identify types of stationery;*

Full range of international sizes:

(a) A3 - 29.7 cm. x 42 cm.
(b) A4 - 21 cm. x 29.7 cm.
(c) A5 - 14.8 cm. x 21 cm.
(d) A6 - 41.3 cm. x 5.83 cm.
(e) B5 - 17.6 cm. x 25 cm.
(f) C5 - 16.2 cm. x 22.9 cm.
(g) DL - 11 cm. x 22 cm.

3. *select and use appropriate stationery for a given assignment;*

Letterhead, memo, copy paper, forms, labels, index cards, document covers and templates.

4. *produce letters using the most appropriate styles;*

Styles including blocked, indented, semi-blocked. *Short letter*, two-page, circular, with a table, with an inset, with enumeration, *prepare letterhead*.

5. prepare envelopes and labels;

Preparation of envelopes and labels using mail merge or any other method.

6. prepare correspondence from skeleton notes and various media;

Composition at the computer of notes, letters and memoranda, including audio messages.

7. produce memoranda in various styles using appropriate stationery;

Short, long, indented and blocked.

8. prepare documents for meetings;

Notice of meeting, agenda, minutes, and Chairman's agenda.

9. manipulate simple graphics for insertion into a document.

Graphics including graphs, charts, pictures.

♦ SECTION VI: SPECIALISED DOCUMENT PREPARATION

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1. produce effective and creative displays, given a specific task;

Simple Displays
Centering and displaying work - columnar work, ruled and unruled, notices, menus, invitations, cards, one and two page programmes, flyers.

Advanced Displays
Flow Charts, organisation charts, graphs (linked and embedded), newsletters, 4/6/8 page leaflets.

2. prepare different types of documents using appropriate formatting;

Newsletters
4/6/8 page leaflets, reports, proposals, continuation pages, news and other forms of press releases.

Legal documents
Wills, leases, conveyance documents, agreements, endorsements and contracts.

Technical documents
Builder or Architect Specifications, Bills of Quantity *and scope of works.*

Literary documents
Plays for radio, theatre and television; actors' scripts; index cards.

Financial statements
Trial Balance, Balance Sheet, Profit and Loss Statement, Income and Expenditure, Invoice, Bank Statement, Receipts.

3. *create a template for future use.*

Creating templates with or without the use of wizard and help options.

♦ SECTION VII: ELECTRONIC COMMUNICATION

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1.	*discuss various types of electronic communication;*	*Including:* *Telecommuting.* *Electronic Mail.* *Internet: World Wide Web.* *Social media (e.g. Internet forums, weblogs, podcasts).* *Social networking Services (e.g. Facebook, Twitter).* *Facsimile, multifunctional devices.* *Scan to mail, Scan to file;* *And any other current electronic communication.*
2.	*explain various features of e-mail;*	*Including To, Cc and Bcc.* *Sending attachments.*
3.	*discuss the advantages and disadvantages of electronic communication media;*	*Advantages and disadvantages including:* (a) *speed of delivery;* (b) *cost;* (c) *sending to multiple recipients simultaneously.*
4.	*compare other new and emerging communication technologies;*	*Comparison of usage and features of emerging communication technologies, for example; Twitter, Facebook, smart-phones, blogging.*
5.	*discuss file organisation methods using e-mail;*	*Storing and sorting mail by date, sender and subject.* *Contact list organisation.*
6.	*identify factors to be considered in the selection of communication media.*	*Degree of urgency.* *Genre (oral, written, visual).* *Level of confidentiality.* *Location/time zone.* *Cost, efficiency, effectiveness.*

♦ *SECTION* VIII: DOCUMENT MANAGEMENT

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

1.	*distinguish between a manual and electronic filing system;*	*Definitions and comparisons. Advantages and disadvantages.*
2.	*identify types of documents used in data processing;*	*Source documents, turnaround documents and machine readable documents.*
3.	*manipulate an electronic filing system;*	*Organisation of drives, folders and files in a hierarchical structure.*
4.	*explain issues related to the integrity of files;*	*Overwrite protection, restricted access, virus protection and encryption, read only access.*
5.	*discuss issues related to the security of files;*	*Use of passwords, firewall, disaster recovery mechanisms, for example, fireproof and waterproof storage, backup systems.*
6.	*examine issues related to the retention of files;*	*Archiving, retention period and disposal; legal limit for retaining files.*
7.	*explain methods for tracing document versions.*	*Traceability of document versions. Versioning: Successive versions of documents that change over time; Metadata: data stored on document, including date created, date modified, date accessed, owner, access privileges.*

♦ **SECTION IX: ETHICS**

<table>
<tr><td align="center">**SPECIFIC OBJECTIVES**</td><td align="center">**CONTENT**</td></tr>
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Students should be able to:

1. explain the concept of intellectual property;

Intellectual property conceptualised as the protection of the rights of persons who produce, gather or disseminate ideas and information, including authors, singers and journalists.

2. describe the rights that are protected by intellectual property laws;

Rights that are protected
Economic rights: the level of payment for use of the product by third parties.

Moral rights: violating the integrity and reputation of the author through misrepresentation or misquoting of the work.

3. discuss ethical standards with respect to intellectual property;

The copyright concept
Publishers or distributors as those who enter into agreements with producers to record, film or print the material and distribute it in ways that would secure the financial interests of producers and prevent the unethical use of the material.

Consumers or users as those who have access to all types of information but must acknowledge the source or seek permission of the producer through the publisher, who may charge a fee under certain circumstances.

Producers or owners as those who maintain ownership and control over their material and receive financial reward from the user, through the publisher.

4. explain the concept of plagiarism;

Plagiarism conceptualised as the use of someone's intellectual property without giving appropriate credit.

SECTION IX: ETHICS (cont'd)

SPECIFIC OBJECTIVES	CONTENT

Students should be able to:

5. list guidelines to avoid plagiarism;

Guidelines to avoid plagiarism

Acknowledgement of references in text and bibliography, for example, use of referencing formats.

Obtaining approval for other persons' work.

6. plan and order priorities to ensure acceptable standards of work;

Organisation of work and work station; submission of assignments; execution of effective time management; follow-up procedures.

7. demonstrate awareness of desirable habits and work attitudes.

Elements of desirable habits and work attitudes

(a)   Individual responsibility or working without supervision.
(b)   Willingness.
(c)   Meeting deadlines.
(d)   Team spirit.
(e)   Co-operation.
(f)   Recognition of diversity.
(g)   Courtesy.
(h)   Punctuality and regularity.
(i)   Good grooming.
(j)   Personal integrity.
(k)   Respect for others.

♦ GUIDELINES TO TEACHERS FOR THE CONDUCT OF SCHOOL-BASED ASSESSMENT COMPONENT

SCHOOL-BASED ASSESSMENT **(40 per cent)**

School-Based Assessment (SBA) is an integral part of student assessment in the course covered by this syllabus. It is intended to assist students in acquiring certain knowledge, skills and attitudes that are critical to the subject. The activities for the School-Based Assessment are linked to the Sections and should form part of the learning activities to enable the student to achieve the objectives of the syllabus.

During the course of study of the subject, students obtain marks for the competence they develop and demonstrate in undertaking their SBA assignments. These marks contribute to the final marks and grades that are awarded to students for their performance in the examination.

The guidelines provided in this syllabus for selecting appropriate tasks are intended to assist teachers and students in selecting assignments that are valid for the purpose of the SBA. These guidelines are also intended to assist teachers in awarding marks according to the degree of achievement in the SBA component of the course. In order to ensure that the scores awarded by teachers are not out of line with the CXC standards, the Council undertakes the moderation of a sample of SBA assignments marked by each teacher.

School-Based Assessment provides an opportunity to individualise a part of the curriculum to meet the needs of students. It facilitates feedback to the students at various stages of the experience. This helps to build the self-confidence of the students as they proceed with their studies. School-Based Assessment further facilitates the development of essential investigative and practical skills that allow the student to function more effectively in his/her chosen vocation. School-Based Assessment, therefore, makes a significant and unique contribution to the development of relevant skills of the students.

Paper 03/1 represents the SBA component of the examinations in Electronic Document Preparation and Management. This component of the examination is compulsory and will consist of two activities, namely:

- (a) Electronic Document Preparation and Management Assignments;
- (b) *Preparation of a Portfolio*.

(A)   ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT ASSIGNMENTS

This part of the School-Based Assessment will be worth *75 marks*. It will consist of THREE assignments testing each of the three profiles. The marks will be allocated as follows:

Accuracy and Speed   -   *30 marks*
Knowledge and Comprehension   -   *15 marks*
Presentation and Use of Technology   -   *30 marks*

SBA ASSIGNMENTS
SUGGESTED MARK ALLOCATION BY ASSIGNMENT AND PROFILE DIMENSION

TERM	ASSIGNMENT	PROFILE MARKS			
		ACCURACY AND SPEED	KNOWLEDGE AND COMPREHENSION	PRESENTATION AND USE OF TECHNOLOGY	TOTAL
Term III	Assignment 1	10	5	10	25
Term IV	Assignment 2	10	5	10	25
Term V	Assignment 3	10	5	10	25
		30	15	30	75

Using the guidelines which follow, these assignments will be prepared, administered and marked by the subject teacher(s) in the respective schools. Teachers will have the responsibility for the preparation of keys and mark schemes for the assignments which must be designed around the mark scheme provided in the syllabus. **Said samples of these assignments, keys and mark schemes MUST be submitted for moderation by the Caribbean Examinations Council.** Each assignment may differ in the time allocated and the skills required.

The mark allocation may vary according to the level of difficulty of each assignment.

ASSIGNMENT 1

In Assignment 1, students are expected to correct text from the author's original work which contains amendments and respond to printers' correction signs. Students are expected to present documents in a style consistent with universally accepted standards.

This assignment covers, but is not limited to the following sections of the syllabus: (I), (II), (III) and (IV).

ASSIGNMENT 2 INVOLVES ELECTRONIC RESEARCH

Candidates are expected to conduct research and present the findings electronically using the skills developed.

This assignment covers, but is not limited to the following sections of the syllabus: (IV), (V), (VI) and (IX).

EXEMPLAR 2
This is for example purposes only and must not be reproduced as part of the SBA to be submitted.

As a travel agent, you wish to inform your clients which country in the Western Hemisphere had the lowest dengue fever infections in the last five years.

Obtain and summarise the information, prepare it for dissemination **via e-mail;** and state **all** sources in an appropriate bibliography.

OR

The class has difficulty obtaining information for Specific Objectives 4 to 6 of the new Electronic Document Preparation and Management Syllabus.

Obtain and summarise the required information from the internet and prepare it for dissemination to the class **via e-mail;** and state **all** sources in an appropriate bibliography.

Prepare the presentation, including the following:

(a)   difference between communication devices and communication media;
(b)   difference between operating software and application software;
(c)   the most common operating systems and the most common application software.

ASSIGNMENT 3 IS PROJECT BASED

Teachers can use scenarios (real or imagined) that will allow the students to use various applications to design documents, such as, flyers, menus, invitations and newsletters which will enable them to engage their creative abilities.

This assignment covers but is not limited to the following sections of the syllabus: (III), (IV), (VI) and (IX).

EXEMPLAR 3
This is for example purposes only and must not be reproduced as part of the SBA to be submitted.

The Principal needs to present information to a group of caterers at an upcoming meeting about the type of foods required for the school for the next year. He/She has asked you to prepare the details of school meals favoured by the students in such a way that the group gets the message with impact and clarity.

You are to prepare the presentation.

OR

You are a teacher of the new and exciting CXC subject, Electronic Document Preparation and Management. In your school, there are large over-head monitors for classroom presentations. You want to present the content of Section I, Objectives 1 to 3, to the class in a clear and interesting way using a Power Point or Lotus presentation.

Prepare the presentation, including the following:

(a)   definition of the term 'computer';
(b)   components of the computer system;
(c)   functions of various hardware devices.

The marks for the assignment are to be awarded as follows:

	Accuracy and Speed [10 marks]
• Communication of information in a logical way using appropriate grammar	1
• Spelling	1
• Punctuation	1
• Capitalisation	1
• Transposition	1
• Contextual usage of words	1
• Facts and details of information	1
• References	1
• Omitted or added words	1
• Line ending hyphenation	1
	Knowledge and Comprehension [5 marks]
• Description of all the components	2
• Description of at least 50% of the components	1
• Title page	1
• Table of Contents	1
• Bibliography	1
Appropriate for Assignment 1.	*Presentation and Use of Technology [10 marks]
• Eyes on the copy	2
• Eyes on copy but with some inconsistencies	1
• Eyes consistently off copy	0
• Body posture consistently incorrect	2
• Body posture is correct but with some inconsistencies	1
• Body posture incorrect	0
• Arm and hand positions are correct	2
• Arm and hand positions are correct, with some inconsistencies	1
• Incorrect arm and hand position	0
• Consistently correct key-stroking	2
• Key-stroking is correct with some inconsistencies	1
• Incorrect key-stroking	0

Appropriate for Assignment 1. (cont'd)	*Presentation and Use of Technology [10 marks]
• Organised and efficient work habits	2
• Organised but not efficient work habits	1
• Disorganised work habits	0
General Criteria	
• Appropriate margins	1
• Tabulation	1
• Appropriate layout	1
• Appropriate alignment of work	1
• Appropriate line spacing	1
• Attractive style of presentation	1
• Creativity	1
• Appropriate use of emboldening, underscoring, lettering	1
• Appropriate font, font style, size	1
• Use of word art/graphics	1

* *The criteria for presentation and use of technology will vary with assignments;* refer to other criteria for Presentation and Use of Technology on page 24.

An example of the teacher's records follows:

TEACHER'S MARKBOOK (*Check List* - Presentation and Use of Technology)

Name of Student	Eyes off copy	Eyes off & on copy	Eyes on copy	Posture incorrect	Posture mainly correct	Posture always correct	Hands/arms incorrect	Hands/arms correct with inconsistencies	Hands arms correct	Incorrect Key-stroking	Correct Key-stroking with inconsistencies	Consistently correct	Disorganised Habits (1)	Organised/not efficient	Organised and efficient	Mark Out of 10
Adams Jane		1		0					2		1				2	6
Chung Elaine	0				1			1		0				1		3
Drakes Justin			2			2			2			2			2	10
Emtage Nordia			2		1				2			2		1		8
Sandy Henderson		1				2			2			2			2	9
Singh Cyndra	0			0				1			1		0			2
Thorpe Linda		1				2		1				2		1		7

GUIDELINES FOR MARKING EXEMPLARS

Assignments must be placed on portable storage media along with the production of printed copies and presented to the teacher for assessment.

Exemplars have been given as guidelines. ***This is for example purposes only and must not be reproduced as part of the SBA to be submitted.***

Mark scheme guidelines have also been given. The teacher may select the most suitable criteria for the assignment he or she administers. Additional criteria may be added where appropriate and marks awarded as suitable for the assignment. These marks must, however, add up to or be scaled to the totals given.

The basic strategy for assessing practical objectives in Electronic Document Preparation and Management comprise the following:

STEP I: Selection of the task and corresponding syllabus objectives

Selection should be done when the scheme of work is being prepared. The task selected should match a given syllabus objective (general or specific).

STEP II: Working out the criteria for assessing the three profile dimensions

This is the most critical step in the assessment process. To produce marks that are reliable, the marking must be consistent for all students. The teacher must be able to justify each mark awarded. This is only possible when there is a fixed set of factors or criteria to be assessed.

For each profile skill there may be many such criteria. The teacher may select any reasonable number of these, depending on the nature of the activity.

The following represent examples of general criteria which should be adjusted to suit specific activities assigned by the teacher. Ten per cent of the total SBA marks must be awarded for **communication of information in a logical way using appropriate grammar**.

PRESENTATION AND USE OF TECHNOLOGY

The following represents other examples of criteria which teachers may use to mark assignments under the Presentation and Use of Technology profile.

A. CRITERIA SPECIFIC TO CERTAIN TASKS

Electronic Mail

(a) Compose, edit and spell check
(b) Add attachments and web links
(c) Create and use an address book
(d) Save e-mail
(e) Send e-mail, including multiple recipients
(f) Print e-mail
(g) Forward e-mail
(h) Use copy features
(i) Organising and storage of e-mail

Internet

(a)   Open a web browser
(b)   Open a web page of known address
(c)   Print a web page
(d)   Use a search engine
(e)   Netiquette

Power Point or Lotus Presentation

(a)   Create, open, modify and save presentation
(b)   Use templates or wizards to create a presentation
(c)   Add slides or cards
(d)   Insert text, format text or add text box
(e)   Use toolbar or menus to apply formatting changes
(f)   Insert or change slide or card design
(g)   Navigate using scrollbar, slide sorter, menu, key commands
(h)   Switch between different page views
(i)   Rearrange order of slides
(j)   Apply backgrounds and objects appropriately
(k)   Use tools
(l)   Save presentation
(m)   Printing slides

B.   PREPARATION OF A PORTFOLIO

This part of the School-Based Assessment will test the three profiles and will be worth 25 marks. Each candidate will be required to prepare a portfolio that should include samples of the candidate's best work as determined by candidate and teacher selection. These tasks should be attempted under the guidance of the subject teacher and may be repeated until the desired standard is achieved.

This part of the SBA is worth 25 marks and the marks will be awarded as follows:

Accuracy and Speed	-	10 marks
Knowledge and Comprehension	-	5 marks
Presentation and Use of Technology	-	10 marks

PURPOSE OF THE PORTFOLIO

The purpose of the Portfolio is to:

(a)   develop candidates' ability to produce work of a high standard;

(b)   compile samples of work that can be presented at job interviews;

(c)   provide an opportunity for the development of the creative talents of candidates.

STRUCTURE OF THE PORTFOLIO

(a)   Each document must be labelled clearly to indicate what is being demonstrated, for example, 'fully-blocked letter with a table using open punctuation'.

(b)   Each document should include the candidate's name.

(c)   Samples may be done in any order.

(d)   Examination samples should be arranged in the logical order, numbered and put together in a folder.

(e)   The folder should include a:

(i)   cover page;
(ii)   table of contents;
(iii)   title page; and
(iv)   bibliography listing the resources which the candidate used.

ELEMENTS OF THE PORTFOLIO

(a)   **Letters**

(i)   *Two-page indented OR blocked style letter.*
         *This will test the student's ability to produce multiple-page documents, for example, SBAs, thesis or reports with continuation pages.]
(ii)   *A circular letter OR form with a tear-off slip.*
         [Testing insertion and use of symbols, use of leader dots, circular documents, form and form filling, for example, questionnaires in SBAs.]

(b)   *Manuscript*

         *A Report OR Specification OR Play (with Actor's part), OR Report].
         [Testing page endings, continuation page reports, footnotes and endnotes, types of headings, margination, script formatting, font usage, superscript, subscript.]

(c)   **Tabular Work**

         An example of ruled tabulation with main heading and multiple columnar headings applying oblique or vertical heading; *sorting.*

(d)   **Committee Documents**

      (i)   A notice of a meeting with an agenda for a meeting.
      (ii)   A chairman's agenda <u>OR</u> minutes of a meeting.

(e)   **Display**

      (i)   An invitation with a menu *OR programme* (a creative design should be used).
      (ii)   A flow chart <u>OR</u> organisational chart *(with or without use of template).*

(f)   **Legal Work**

      (i)   A lease <u>OR</u> hire purchase agreement <u>OR</u> will *<u>with</u>* an endorsement.
      (ii)   A contract of *employment.*

THE MARK SCHEME

The teacher will assess each piece of work presented to him/her for inclusion in the Portfolio on a criterion of MAILABILITY; and the candidate may make any number of attempts to achieve a mailable sample.

The following points are offered as guidelines that the teacher may use for assessing mail readiness.

(a)   Documents must be free of typographical errors.

(b)   Documents must be free of spelling errors.

(c)   Documents must be free of grammatical errors.

(d)   Documents must be produced according to accepted standards and document processing styles or techniques.

(e)   The content material must be completely accurate.

(f)   The typed material must comply with the rules regarding punctuation, capitalisation, word-division and the typing of numbers in figure or word form.

(g)   Documents which allow free scope in design or layout must be constructed to facilitate easy reading and/or efficient use.

The marks for the portfolio are to be awarded as follows:

	Accuracy and Speed
• *One mark for each of the ten documents typed accurately*	*10*
	Knowledge and Comprehension
• *Description of all the components*	2
• *Description of at least 50% of the components*	1
• *Title page*	1
• *Table of Contents*	1
• *Bibliography*	1
	Presentation and Use of Technology
• *Two-page indented OR blocked style letter*	1
• A *circular* letter OR form with a tear-off	1
• *Manuscript*	1
• *Tabulation*	1
• A notice with an agenda	1
• Chairman's agenda or minutes of a meeting	1
• Invitation with a menu *OR Programme*	1
• Flow chart or Organisation Chart	1
• A lease or Hire Purchase or *WILL with endorsement*	1
• A Contract *of employment*	1

RECORDING PROCEDURE

1. When a mail-worthy copy is produced the teacher will sign and date it at the bottom right-hand corner, and then put a tick (✓) in the corresponding position on the Assessment Sheet against the candidate's class number and initials.

    If the work submitted by the candidate is NOT mail-worthy, but is included in the Portfolio, or if the candidate does not submit a sample, the teacher will put a zero (0) in the corresponding position.

2. The portfolio must contain only those tasks specified for assessment.

3. At the end of the assessment period the candidate's total score will be recorded in the grand total column at the bottom of the page.

LABELLING

Each portfolio must have a cover page that should indicate the subject, examination period, candidate's name/registration number, school and territory. This would facilitate the prompt return of a portfolio if CXC requests it for purposes of moderation.

♦ **RECOMMENDED MINIMUM HARDWARE AND SOFTWARE REQUIREMENTS**

It is the responsibility of schools presenting candidates for the examination to ensure that the required hardware and software are in place to achieve the syllabus objectives.

Recommended Hardware

A computer with the capabilities to run application software:

(a)   graphics must be installed;
(b)   a minimum of 1 Gbyte memory (RAM); and
(c)   hard disk with at least 512 Mbytes of free space.

Recommended Software

1.   Word processing: Microsoft Word

2.   Spreadsheets: Microsoft Excel

3.   Presentations: Microsoft Power Point

4.   *Database:*   *Microsoft Access*

GUIDELINES FOR THE CONDUCT OF PAPER 02 AT EXAMINATION CENTRES

1.   Examination centres should have sufficient computer workstations on the day of the Paper 02 examination to facilitate candidates who are registered to write the examination.

2.   Candidates must be given a warm-up time of 20 minutes during which time they are required to familiarise themselves with the equipment and to report any perceived defects to the Invigilator.

3.   The examination must begin with a timed ten-minute speed test (Question One). Candidates must be instructed to save their work at the end of the ten-minute period. The Invigilator must collect this question paper at the end of the speed test.

4.   *Candidates are expected to attain a minimum of 35 words per minute in order to complete the speed test*.

♦ LIST OF COMMON ERRORS AND ABBREVIATIONS

In assessing the profile dimensions, Accuracy and Speed the following errors are penalised:

(a)   typographical;

(b)   grammatical;

(c)   spelling;

(d)   omission or insertion;

(e)   incorrect insertion;

(f)   inappropriate capitalisation;

(g)   uninterrupted abbreviations;

(h)   standard abbreviations;

(i)   omission of punctuation marks;

(j)   incorrect spacing in headings;

(k)   transposition; and

(l)   omission/insertion or insertion of text.

COMMON MANUSCRIPT SIGNS

Stet	~~wrong word~~ *or* ✓
Run on	⌇
Lowercase	*l.c. Underline*
Uppercase	*u.c. underline*
New paragraph	*NP, * or //*
Indent	→
Line up (Align)	|||
Move to the left	←
Start lower on page	↓
Move up	↑

Insert	⅄
Delete	⸜ π
Transpose	1 ⌡2
Initial caps	ini caps
Closed caps	cl. caps closed caps
Spaced caps	sp. caps spaced caps
Close up	clos⌣e
Leave a space	#
Move the section in the balloon to the indicated position	O

Abbreviations which are always used:

Open punctuation	Closed punctuation
eg	e.g.
etc	etc.
ie	i.e.
Messrs	Messrs.
Mr	Mr.
Mrs	Mrs.
Ms	Ms (full stop not necessary)
am	a.m.
pm	p.m.

Manuscript abbreviations which should be expanded:

accom	accommodation
advert	advertisement
a/c	account
appprox	approximately
appt	appointment
bn	been
co	company
dr	dear
dept	department
ffly	faithfully
fr	from
hv	have
necy	necessary
ref	reference
sh	shall
shd	should
sin/sinc	sincerely
th	that
w	with
wl	will
yr	year/your
yrs	yours

Days of the week (for example Mon. Tues.) and months of the year (for example Jan. Feb.) should be expanded.

♦ GLOSSARY

Aligning	A data item residing in a cell will usually be aligned in one of three positions within the cell, namely left-align, right-align or centred.
Automation	Computer control of machines and processes.
Backing storage	Memory external to the computer used for storage of large quantities of data or large programs. Backing store is also known as secondary store, auxiliary store or external store.
Bit	An acronym for binary digit. It can have a value of 1 or 0.
Border	In printing a spreadsheet certain groups of column or rows may be designated as left or top borders to ensure that the information they contain will appear on all pages of the print-out.
Bulletin board	An electric equivalent of a conventional bulletin board. It is used as part of a communication network where users can post messages, read messages posted by other users, communicate with the system operator and upload or download programs.
Byte	A group of eight bits, usually representing a single character.
Character	One of the set of symbols that may be represented in a computer. Characters may be letters, digits and symbols.
Computer	Electronic machine or device that accepts and processes data to produce information.
CPU	Central Processing Unit.
Database	A collection of data files that may be used by a number of applications with storage and access to the data controlled by a set of programs known as Database Management System. (DBMS)
Database Management System	Programs and database files that allow timely and easy controlled access to data by a number of users.
Down-load	Process whereby programs or data are transferred via communications channels, from a computer and stored on media located at the user's computer.
Dry-run	A manual traversal of the logic of a program.
Electronic mail	Mail or messages transmitted electronically by computers via communication channels. It is usual for such messages to be held in a central store for retrieval at the user's convenience.

Glossary (cont'd)

Field	(1)	A section of a record containing data relating to one attribute of an entity.
	(2)	Part of a machine instruction containing an operation Part or address.

Floppy disk — A flexible magnetic coated disk, commonly used with microcomputers, on which data can be stored magnetically.

Font — A family or collection of characters (letters, punctuation marks, numbers and special characters) of a particular size and style.

Hardware — The physical components of a computer system such as the computer itself, input, output, and storage devices.

Home page — The file available for access at a World Wide Web site intended chiefly to greet visitors, provide information about the site, and direct them to other sites with more related information.

HTML — Hyper Text Markup Language. A markup language used to structure text and multimedia documents used extensively on the World Wide Web.

HTTP — Hyper Text transfer Protocol. A protocol used to request and transmit files, especially Web pages and Web page components, over the Internet or other computer network.

Immediate access storage — The memory within the central processor. Also referred to as internal use or main store.

Indexing — Creating a secondary file which contains pointers to items in an associated database file and allows rapid location of records in the file.

Information — Meaningful knowledge produced from raw data files.

Information retrieval — The process of retrieving specific information from data files.

Integrated package — This package combines several applications in a suite of programs. Most of these packages combine a word processor; spreadsheet and database program. Data is shared easily between these integrated programs.

Interactive processing — A processing system that allows "dialogue" between computer and user.

Internet — The Internet is the largest computer network system in the world. It consists of many smaller networks connected together around the world. The Internet is often called the information superhighway or cyberspace.

Glossary (cont'd)

Invoke	Process of starting up a program by using its name (or selecting its icon).
Joystick	An input device that uses a lever to control cursor movement or graphic images.
Justification	This is the adjustment of alignment of one or more lines of text with a particular margin, for example, alignment with the left margin, the right margin or both. The term justification often is used to refer to full justification of the alignment of text along both margins.
Keyboarding	The process of rapidly and accurately entering data into a computer via the keyboard as an input device.
Key-to-disk	Keyboard entry of data directly to magnetic disk without previous preparation on another medium.
Kilobyte	One thousand and twenty four bytes.
LAN	Acronym for Local Area Network. A type of computer network where two or more computers are directly linked within a small area such as a room or building site. A common characteristic of this system is that computers are linked by direct cables rather than by telecommunication lines.
Light pen	A light-sensitive input device which when it touches the screen detects the presence or absence of light. It is used to select an entry or indicate a position.
Magnetic disk	A mylar (floppy disk) or metallic (hard disk) circular plate on which electronic data can be stored magnetically. Suitable for direct or random access data storage and retrieval.
Magnetic tape	A storage medium consisting of a flexible plastic strip of tape covered with magnetic material on one side, used to store data. It is available in spools or cassettes.
Mail-merge	A facility found in full fledged word processing programs that draws information from a data source, usually a mailing list, to print multiple copies of a document. Each copy contains some common text but each bearing different addresses.
Main-memory	See immediate access storage.
Mainframe	A large-scale computer with a variety of peripheral devices, a large amount of backing store and a fast CPU. The term is often used in comparison with a smaller or subordinate computer. It should be noted that there is no clear dividing line between mainframes and minicomputers.

Margins	Space provided to the left, right, top and bottom of a page of text or data.
Menu	A screen listing commands of action or alternatives to lead the user through an interactive program.
Menu-driven	The characteristics of a software program that provides the user with a menu.
Merge	The combination of two or more files on the basis of common field (key field).
Microcomputer	A computer based on a microprocessor.
Microfiche	An output medium consisting of microfilm sheets. Very high density storage can be attained using this method of storage.
Microfloppy disk	Refers to *3.5* inch floppy disks. They are housed in rigid plastic casting having a sliding shutter which automatically closes when the disk is received from the disk drive.
Microprocessor	A single chip which contains the arithmetic/logic unit (ALU) and the control unit (CU).
Minicomputer	A computer whose size, speed and capabilities lie between those of a mainframe and a microcomputer.
Modem	Acronym for modulator-demodulator. A device that converts signals from analogue to digital and vice versa. A modem lets computers exchange information through telephones lines*.
Monitor	A television-like device used to display data.
Mouse	An input device that controls the movement of the cursor. The cursor moves in response to the movement of the mouse on a flat surface.
Natural language processing	The availability of the computer to understand and translate a natural language, like English, into commands to perform a given operation.
Network	A network is a group of connected computers that exchange information and share equipment.
Numeric	Data Comprising digits on which mathematical operations can be performed by a computer system.
On-line	A processing technique whereby terminals and other peripherals are connected to and controlled by the central processor. It provides the means for using computers on the basis of time sharing, on-line data input, interactive conversational-mode processing, random enquiries and for real-time processing.

Glossary (cont'd)

Operating system	A set of programs that control and supervise the resources of a computer system. It also acts as an interface between the user and the computer.
Peripheral	Any hardware device connected to and controlled by the central processing unit (CPU).
Plotter	An output device specially designed to produce a hard copy of graphical data.
Point of sale terminal	A device that reads data at the source of a transaction, for example, a supermarket checkout and stores it for subsequent transmission directly to the computer system for processing.
Printer	A device specially designed to produce a hard copy of computer output.
Protocol	A set of rules and procedures controlling the transmitting and receiving of data so that different devices can communicate with each other.
Real-time	A processing mode in which the passage of real-time is critical to the application.
Register	A permanent location in the internal memory of a processor used for the temporary storage of data during processing operations.
Record	A collection of fields on data related to one entity.
Resolution	A characteristic of a monitor's screen, determined by the number of pixels that can be displayed by it.
Scrolling	The act of shifting the contents of the screen up or down. In upward scrolling the lines formerly appearing at the top of the screen are "scrolled away", those below are moved up and new lines of data which exist below those formerly on screen now come into view. In downward scrolling the reverse takes place. Scrolling usually proceeds a line at a time, (may be facilitated on some computers by use of a scroll-on/off key) in combination with up and down cursor movements. Scrolling may also be performed sideways to the left or right using left and right cursor movements.
Search	Process of locating data in a database file by reference to a key field(s) in the records.
Sector	A pie-shaped division of each disk track.
Simplex	A transmission system that allows data transfer in one direction only.

Glossary (cont'd)

Social media	Social media is a social instrument of communication that allows the creation and exchange of user-generated content. Social media websites include sites for Social networking (for example Facebook) and sites for Social Photo and Video Sharing (for example YouTube, Flickr).
Software	A collection of programs, procedures and routines which direct the operations of a computer.
Software package	A fully documented program or set of programs generalised and designed to be used with little or no modification.
Sort	Pre-distribution of data into an order on the basis of the contents of a key item (sort-key).
Source document	A document used for the initial recording of data relating to business transactions. Very often source data needs to be converted into machine-sensible form, for example, punched cards or paper tape, before it can be processed by a computer.
Spell-check	A dictionary feature associated with a word processor which allows the user to easily detect and correct errors in spelling. One can add new words to the dictionary so that the latter may grow with usage.
Syntax	A set of rules defining the structure of a computer program.
Telecommunication	The process of transmitting data between devices using transmission facilities such as telephone lines or microwave links.
TCP/IP	TCP/IP stands for Transmission Control Protocol/Internet Protocol. This is a common set of rules that govern communication among computers.
Telecommuting	A method of working where an off-site employee uses computer and a communication channel to communicate with the office computer.
Telemarketing	The employment of telephone lines and computers to market products and manage accounts.
Template	A pre-developed page layout in electronic or paper media used to make new pages with a similar design, pattern, or style.
Terminal	The combination of a monitor and keyboard to input and check data and to view output. A terminal does not necessarily include a processor.

Touch terminal	Also called a touch screen. A device that allows data to be input by touching a screen with the finger or other object. The surface of the screen consists of a number of programmed touch points each of which may trigger a different action when selected by the user.
Track	The path on a tape, disk or drum on which data is stored. On a disk these paths are concentric circles; on a tape there are several tracks parallel to the edge of the tape; on a drum there are bands of equal size along the circumference of the drum.
Turnaround	A document which, after being output by the computer, can be used to record data.
Up-load	Process of reading data from a user's computer storage and sending it to another computer via communication channels.
URL	Each page on the Web has a unique address called the Uniform Resource Locator (URL)
Usenet	Short for Users Network is the largest discussion forum in the world. Usenet allows people with common interest to communicate with one another.
Validation	A checking process in a program which is aimed at finding out if data is correct, meaningful or secure. Validation should be carried out on any data that is entered from the keyboard, even when this is simply a Y or N response.
World Wide Web (WWW)	The World Wide Web, commonly referred to as "the Web", is a graphical easy-to-use system of interlinked files on the Internet.
Web page	A document on the World Wide Web, consisting of an HTML file and any related files for scripts and graphics and often hyperlinked to other Web pages.
Web site	Set of interconnected Web pages, usually including a home page, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organisation.
Web browser	A programme which lets you view and explore information on the World Wide Web. Examples of popular web browsers are: Microsoft Internet Explorer, Mozilla Firefox and Google Chrome.

Western Zone Office

CARIBBEAN EXAMINATIONS COUNCIL

Caribbean Secondary Education Certificate®

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Specimen Papers and Mark Schemes/Keys

Specimen Papers: -   Paper 01
    Paper 02
    Paper 03/2

Mark Schemes and Keys: -   Paper 01
    Paper 02
    Paper 03/2

FORM TP 2011058   TEST CODE **01251010/SPEC**

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

SECONDARY EDUCATION CERTIFICATE
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER

Paper 01 – General Proficiency

THEORY

1 hour

INSTRUCTIONS TO CANDIDATES

1.   **This paper consists of ten questions.**

2.   **Attempt ALL questions.**

3.   **Write your responses in the spaces provided in this booklet.**

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

1. There are safety factors and health factors associated with the use of computers.

    (a) State ONE safety factor.

    _____

    (1 mark)

    (b) Outline THREE ways in which the use of the computers can impact the user's health negatively.

    _____

    _____

    _____

    _____

    (3 marks)

    Total 4 marks

2. Identify the devices shown below by writing the name of EACH in the space provided.

    (a) <u>Touch pad or Keyboard</u> (b)_____ (c)_____
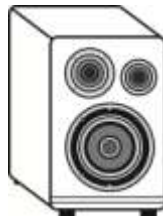
    (d) _____ (e) _____ (f) _____

    (5 marks)

    Total 5 marks

3. Complete the table below by writing the name of EACH device shown in Question 2 in the appropriate column. An example is done for you.

Input	Storage	Output
Touch pad/keyboard		

(5 marks)

Total 5 marks

4. (a) What term is used to describe the use of someone's intellectual property without expressed permission?

_____

(1 mark)

(b) There are seven **errors** (spelling and grammatical) in the passage below. Read the passage carefully then answer the questions which follow.

Ryan explained to his classmates that publishers or distributors enter into agreements with producers to record, flim or print the materials, then distribute it in ways that would secure the financial interests of producers and prevent the unetical use of the materials

The teacher said, "consumers or users has access to all types of infomation but must acknowledge the source or seek permission of the producer, through the publisher, who may charge a fee under certain circumstances.

(i) Circle FIVE of the errors in the passage.

(5 marks)

(ii) Write the corrected version for EACH of the FIVE errors circled in 4 (b) (i) above.

_____

_____

_____

_____

_____

(5 marks)

(iii)   State ONE word which correctly describes the topic that Ryan or the teacher discussed.

_____

(1 marks)

Total 12 marks

5.   (a)   List TWO categories of displays for producing a document.

_____

_____

(2 marks)

    (b)   Give ONE example of EACH category of display stated in 5 (a) above.

_____

_____

(2 marks)

Total 4 marks

6.   (a)   Identify ONE advantage and ONE disadvantage of electronic communication media.

_____

_____

(2 marks)

    (b)   List TWO methods of electronic communication OTHER than the email.

_____

_____

(2 marks)

Total 4 marks

7.   Give the combination of keys from the keyboard that is required for EACH activity below.

    (a)   Insert a dollar sign _____

    (b)   Save a document   _____

    (c)   Remove paragraph or character formatting from selected text _____

    (d)   Close the program window _____

Total 4 marks

8.   List THREE types of documents that a secretary is likely to prepare for a business meeting.

_____

_____

_____

Total 3 marks

9.   (a)   Each paragraph begins a half of an inch away from the left margin while the remainder of
        the paragraph begins at the left margin.

       _____

(1 mark)

    (b)   All the lines of the letter begin at the left margin.

       _____

(1 mark)

Total 2 marks

10. As the Administrative Assistant, your supervisor has instructed you to send a letter to all staff reminding them of a monthly meeting. Assume that you have access to an office suite but no internet access.

    (a) Name the

        (i) application in the office suite to be used for preparing the letters

        _____

        (ii) specific feature in the application named at (i) above that is used for preparing these letters.

        _____

                                                              (2 marks)

    (b) List the FIVE steps you would use to complete the process.

    _____

    _____

    _____

    _____

    _____

                                                              (5 marks)

Total 7 marks

END OF TEST

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

**ELECTRONIC DOCUMENT PREPARATION
AND MANAGEMENT**

Paper 01 – General Proficiency

SPECIMEN PAPER

KEY AND MARK SCHEME

QUESTION/OBJECTIVE	KEY		AS	KC
1. SI:SO 9	(a)	Overloading electric sockets Position of work stations Location of extension cords Any ONE, 1 mark		1
	(b)	Effects of extended use Inadequate lighting Inappropriate furniture Bad posture Any THREE, 1 mark each **Total 4 marks**		3
2. SI:SO 4,5,6,		(a) Touchpad (given) (b) Projector (c) Microphone (d) Digital video disk (DVD) (e) Speaker (f) Flash drive **Total 5 marks**		5
3. SI SO 4,5,6				

Input	Storage	Output
Touchpad(a)	Flash drive (f)	Projector (b)
Microphone (c)	DVD (d)	Speaker (e)

<div align="right">Each answer placed correctly, 1 mark</div>
<div align="right">**Total 5 marks**</div>

AS: ; KC: 5, 1

QUESTION/OBJECTIVE	KEY	AS	KC
4. SIX: SO 3,4	(a) Plagiarism		
	(b) Ryan explained to his classmates that publishers or distributors enter into agreements with producers to record, (film) or print the materials, then distribute (them) in ways that would secure the financial interests of producers and prevent the (unethical) use of the materials. The teacher said "consumers or users (have) access to all types of (information) but must acknowledge the source or seek permission of the producer, through the publisher, who may charge a fee under certain circumstances".		
(i) (ii) (iii)	Any five errors circled – 5 x 1 mark Five errors corrected – 5 x 1 mark Copyright – 1mark **Total 12 marks**	5 5 —— 10	1 —— 16

QUESTION/OBJECTIVE	KEY		AS	KC
5. SVI: SO 1	(a)	Simple and Advanced		
		1 mark each		2
	(b)	**Simple Displays**		
		Centering and displaying work – columnar work, ruled and unruled, notices, menus, invitations, cards, one and tow-paged programmes, flyers.		
		Any 1 correct, 1 mark		1
		Advanced Displays		
		Flow Charts, organisation charts, graphs (linked and embedded, newsletters, 4/6/8 page leaflets.		
		Any 1 correct, 1 mark each **Total 4 marks**		1
6. SVII:SO 3,4	(a)	**Advantages**		
		Speed of delivery Low cost Sending to multiple recipients simultaneously		
		Any 1 correct, 1 mark each		1
		Disadvantages		
		Dissemination to the wrong person; Slow bandwidth; No internet access		
		Any 1 correct, 1 mark each		1
	(b)	Twitter, facebook, smartphones, blogging		
		Any 2 correct, 1 mark each **Total 4 marks**		2
			-	8

QUESTION/OBJECTIVE	KEY	AS	KC
7. SII: SO 1, 3	Shift + 4 Ctrl + S Ctrl and spacebar Alt + F4 Any 4 correct, 1 mark each **Total 4 marks**		4
8. SV: SO 8	Notice of Meeting Agenda Minutes Chairman's Agenda Any 3 correct, 1 mark each **Total 3 marks**		3
9. SV: SO 4	(a) Indented or Semi-block (b) Blocked **Total 2 marks**		1 1

10. SIII: SO 2,3,4,6	(a) (i) Word processing
	     (ii) Mail merge
	
	(b) Type the letter form/template
	     Create and save/select a data source
	     Select recipients
	     Merge the document
	     Print/send
	
	 Total 7 marks
			2
			
			1
			1
			1
			1
			1

		-	16
		10	40

FORM TP 2011/SPEC   TEST CODE **001294/SPEC 2011**

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER

Paper 02 – General Proficiency

2 hours 20 minutes

INSTRUCTIONS TO CANDIDATES

1. *This examination consists of a speed test (Question 1) and THREE other questions which you should file on the storage medium for printing later. The Invigilator will give you instructions about arrangements for printing your documents.*

2. *Question 1 is provided as an insert. The invigilator will time Question 1 for TEN minutes. At the end of ten minutes, the invigilator will tell you to stop and save your work. This question will be collected. You will continue working on Questions 2, 3 and 4.*

3. *Attempt ALL questions.*

4. *Read all instructions carefully before attempting each question.*

5. *The 2 hours and 20 minutes allocated should be used as follows:*

   10 minutes – warm-up on the computer followed by
   10 minutes – reading time
   10 minutes – speed test (Question 1)
   1 hour and 50 minutes – responses to Questions 2, 3 and 4.

6. *Report any defect in the machine to the Invigilator who will make the appropriate notation and <u>indicate on the candidate's folder any time lost</u>. The Invigilator will also record this information on the Supervisors' Irregularity Report.*

7. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.

8. Begin each answer on a separate sheet.

9. Print on one side of the paper only unless otherwise instructed.

10. Key your candidate number in the upper-right hand corner of each sheet of paper.

11. Uncorrected errors will be heavily penalized.

12. Any accepted method of display consistently used in letter and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

Time: 30 minutes

Question 1.

Provided as an insert.

Question 2.

Time: 30 minutes

(a)   Produce the main document and the data file, following ALL instructions.

(b)   Create the letter in blocked style, using the following margins: 1" (2.54 cm) top and bottom, 1" (2.54 cm) left and right.

(c)   Save the main document as a **letter.**

(d)   Save the data file as **addresses.**

(e)   Print ONE copy of the main document showing the fields.

(f)   Merge the documents and print the letter to Mr Steinweg.

(g)   Produce an envelope addressed to Mr Daniel Steinweg.

NW/dgc12/SL

Letterhead with logo:

Today's date

《Name >>
<< Position >>
<< Company >>
<<Address1 >>
<<Address 2 >>
<<Address 3>>

Caribbean Cycling Federation
P O Box 963, Road Town
British Virgin Islands BVI6H
Tel: (284) 494 7816
Fax : (284) 494 7827
Email: cyclefed@bvisurf.com

Dear ≪ Salutation >>

Subject hdg. in caps

Cycling Tournament: 15-16 August 2012

You would have been informed that the British Virgin Islands has been selected to host the
uc   Caribbean Junior Premier cycling Tournament

Question 2. cont'd

lc in August. The committee is very enthusiastic about this <u>Event</u> and look forward to the participation of the junior cyclists from «country».

Nf [The arrangements concerning air travel, hotel accommodation, transportation and recreational activities will be communicated to you at a

el later date. We would, however, encourage you to arrange your travel plans so that you arrive at least two days before the tournament begins. In this way, your cyclists

/enough should have/time to settle in and acquaint themselves with the route(s).

Please complete the Registration Forms that are enclosed and return to us by

bold
~~date~~ 30 May 2012.

We look forward to your visit and to welcoming your team to the British Virgin Islands.

Yrs. sincerely

Ernesta Blackburn (Mrs)
Public Relations Officer
Enc

Question 2. cont'd

Mr Carlyle Bradshaw
Vice President
Belize Cyclists' Union
Belize City
BELIZE

Mr Daniel Steinweg
President
Grenada Cycling Union
PO Box 9910
St George's
GRENADA

Mr Vince DePaul
Vice President
Curacao Cycling Assn
Cletagweg Oost #15
~~Amsterdam~~
CURACAO

Mr Avin Seupaul
President
Tdad Cycling Federation
Chaguaramas
TRINIDAD

Total 26 marks

Question 3.

Time: 38 minutes

(a) (i) Type the following document as a spreadsheet in **portrait** orientation. Follow all instructions.

(ii) Add the times for each entry and enter the total in the Aggregate Time column.

(iii) Sort the data by the Aggregate Time field in ascending order.

(iv) Save the document as **Times**.

Type col. hdgs in caps, blocked Style all

Name	COUNTRY	UCI number	TIMES		AGGREGATE TIME $
			TIME TRIAL	Road RACE	
Russell Simmons	Barbados	BER 62389	0:28:56	1:49:36	
Mario Rile	Bermuda	BAR 12561	0:29:01	1:49:43	
Adolfo Valks	Curacao	CUR96278	0:30:42	1:49:37	
Rudy Maharaj	Trinidad + Tobago	TRI 83541	0:32:40	1:49:42	
A Keem Davis	Anguilla	AGA 53021	0:33:20	1:49:50	
Sebastian Gomes	Aruba	ARU 90501	0:30:59	1:49:52	
Ryan Godfrey	St Vincent	SVG 60 203	1:50:11	0:34:26	
Tyrese Joseph	Bermuda	BER60305	0:36:49	1:59:01	
Kyle Cropper	Trinidad and Tobago	TRI 50321	0:34:29	1:57:22	
Brandon Forde	Barbados	BAR 62511	0:31:13	1:49:51	
Marco Winkel	Curacao	CUR 90102	0:36:38	1:59:13	
Kwame Gullit	St Naarten	STM 00807	0:35:28	1:53:58	

hr

hrs

Show grid lines

Question 3. cont'd

(b)   (i)   Type the following memo to Carol Flint, Association Secretary, from Basil Graham, Administrative Officer.

    (ii)   Use the following margins: 1" (2.54 cm) left and right, 1" (2.54 cm) top.

    (iii)   Use the blocked style and justify the right margin.

    (iv)   Save the document as **Memo**.

    (v)   Print the final document.

Ref BG/(your initials)

(Today's date)

Subject hdg:
CYCLING CHAMPIONSHIPS

&c As requested, I have, arranged for you to meet with all personnel who wl be involved in the activities for the forthcoming Cycling *in August* Championships/ The mtg. wl be held at the Tortola Cycling Centre auditorium on Monday uc 30 May at 6.00 pm. The major topics for discussion wl be: provision of hosts for the teams, recreational activities and outstanding membership fees. *(italicize the topics)*

Last year's statistics for the juvenile category, *are* which is to be circulated to all the cycling *are* bodies, is set out below. In an effort to ~~attract~~ ~~increase~~ stet a wider membership, perhaps we can consider preparing a flyer on the health and other &c benefits of cycling/This could be distributed /|-| to patrons on arrival.

INSERT THE SPREADSHEET, /Times *saved as* FROM QUESTION 3(a) HERE

Total 30 marks

Question 4.

Time: 42 minutes

(a)   Type the following flyer with equal left and right margins of 1.5" (3.81 cm) and a top margin of 1" (2.54 cm).

[use Word art — font size 20. Times Roman]

CYCLING IN THE CARIBBEAN

Leave 2" for a photograph

centre these lines

If you want to exercise, lose weight, give your cardio-vascular system a thorough workout, cycling is the perfect hobby. Imagine, too, the excitement of exploring different sites, meeting new people of all ages and learning about different cultures. *[and gender]*

create a border

WHAT TYPE OF CYCLING? — *italicize*

INSERT 'A' HERE

These and other forms of cycling are very popular in the Caribbean – thanks to the varied terrain and conducive climate. The beauty of the landscape is awe-inspiring. Whether you are cycling high above the east coast of Barbados *[run on]*

Panoramic
overlooking the ~~picturesque~~ view of the Atlantic Ocean, climbing the steep hill known as the 'Dark Hole', or exploring the popular Chaguaramas peninsula, you are bound to feel exhilarated.

For Your Health: It's a fantastic workout! You breathe deeper, increase your body temperature, tone and strengthen your muscles and lose weight. The feeling of pleasure and satisfaction will reduce ~~your~~ stress level and anxiety. Your overall fitness level will improve.

Socializing: Spend more time with family and friends. Meet new people, discover new places and enjoy the environment around you.

Typist: Place this section in a text box. Bold the two para. hdgs. Centre the t/box.

001294/SPEC 2011

Question 4. cont'd

START TODAY! —— centre &
spaced caps

Complete the attached, slip or call the
Caribbean Cycling Association

Telephone: (284) 494 7562

'A' Type in two cols. with a vertical line between each

bold hdgs

Mountain Biking —————— **Road Cycling**

• Enjoy high speed descents
  and air jumps over
  daring obstacles.

• Trail along rough forest
  paths, rocky roads, steep
  terrain and lush vegetation.

• Go cross-country,
  downhill or free ride.

This is a real test
of endurance and
dexterity.

• Tour residential areas
  off the beaten track.

• Join a club and take
  part in competitive circuit
  racing, fun rides and
  adventure racing events.

• Travel across country
  roads, undulating
  lands and natural
  vistas.

[The whole family NP
can enjoy themselves.

REGISTRATION FORM

Name: . . . — . . . .   Date of Birth: . . . . . .
Address: . . . .
. . . .   Telephone No: . . . . . .

create a footer
at bottom right:
'CCA/June11'.

Total 34 marks

END OF TEST

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE
EXAMINATION

ELECTRONIC DOCUMENT MANAGEMENT AND PREPARATION

Paper 02 – General Proficiency

COPY TEST

Centre number _____

Candidate number _____

Question 1.

Type the following in double line spacing. Use equal top, left and right margins of 1" (2.54 cm), font: Times New Roman size 12.

A **balanced diet** and **regular exercise** are an important part of a healthy lifestyle. Healthy eating means developing good nutritional habits, such as adding more fresh fruits, vegetables, whole grains and lean meat to our daily intake and cutting back on processed foods that have a lot of fat, salt and sugar. Most nutritionists consider a diet that is low in fat, sodium and sugar while high in fibre, vitamins, minerals and protein to be a healthy one. Also, by eating a variety of foods we should be able to ensure that our body gets all the nutrients it needs. By making small changes in our diets, by controlling portion sizes and making better choices we can achieve the advantages of healthy eating.

The benefits of eating a healthy diet are many and varied. When you choose healthy foods that are low in fat, sodium and cholesterol and are nutrient rich with essential vitamins, you are doing your best to keep your body working efficiently. One of the greatest benefits of eating healthy is protection from diseases such as cancer, heart disease, stroke and high blood pressure. Additional benefits include increased resistance to infections, improved quality of sleep, better skin tone and an overall better quality of life.

Regular exercise not only makes us physically fit, it also improves our mental health and general sense of well-being. People who lead active lives are less likely to get ill and more likely to live longer. The *psychological* benefits of exercise include increased self-esteem and self-confidence – when you look good and feel happy your confidence level rises. There is also a sense of alertness, improved concentration and memory. People who exercise often are better able to deal with stress and fatigue.

Exercising does not have to be a rigorous workout in the gym. If you are thinking of starting an exercise routine don't do anything strenuous at first: even small steps can make a difference. Simple exercise such as walking, running or swimming can leave you refreshed and energized. Whatever your goal, it is important that you do something that you can enjoy.

Remember! Even though you may exercise consistently, your body needs the proper nourishment in order to maximize the benefits of exercise.

Total 10 marks

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE EXAMINATION

**ELECTRONIC DOCUMENT PREPARATION
AND MANAGEMENT**

Paper 02 – General Proficiency

SPECIMEN PAPER

KEY

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 - General Proficiency

Key

Question 1

COPY TEST

A **balanced diet** and **regular exercise** are an important part of a healthy lifestyle. Healthy eating means developing good nutritional habits, such as adding more fresh fruits, vegetables, whole grains and lean meat to our daily intake and cutting back on processed foods that have a lot of fat, salt and sugar. Most nutritionists consider a diet that is low in fat, sodium and sugar while high in fibre, vitamins, minerals and protein to be a healthy one. Also, by eating a variety of foods we should be able to ensure that our body gets all the nutrients it needs. By making small changes in our diets, by controlling portion sizes and making better choices we can achieve the advantages of healthy eating.

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Remember! Even though you may exercise consistently, your body needs the proper nourishment in order to maximize the benefits of exercise.

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 - General Proficiency

Key

Question 2

Caribbean Cycling Association

10 Maple Drive   Tortola   British Virgin Islands   BVI 5GB

Telephone: (284) 494 7562   Fax: (284) 494 6812   E-mail: cycle@bvisurf.com

AP/cjc11/JK

(Today's date)

«Name»
«Position»
«Company»
«Address1»
«Address2»
«Address3»

Dear «Salutation»

CYCLING TOURNAMENT: 15-16 AUGUST 2012

You would have informed that, the British Virgin Islands has been selected to host the Caribbean Junior Premier Cycling Tournament in August. The committee is very enthusiastic about this event and look forward to the participation of the junior cyclists from Grenada.

The arrangements concerning air travel, hotel accommodation, transportation and recreational activities will be communicated to you at a later date. We would, however, encourage you to arrange your travel plans so that you arrive at least two days before the tournament begins. In this way, your cyclists should have enough time to settle in and acquaint themselves with the route(s).

Please complete the Registration Forms that are enclosed and return to us by **30 May 2012**.

We look forward to your visit and to welcoming your team to British Virgin Islands.

Yours sincerely

Ernesta Blackman (Mrs)
Public Relations Officer

Enc

01251020/K/2011

Question 2 cont'd

Caribbean Cycling Association

10 Maple Drive   Tortola   British Virgin Islands   BVI 5GB

Telephone: (284) 494 7562   Fax: (284) 494 6812   E-mail:
cycle@bvisurf.com

NW/dgc12/SL

(Today's date)

Mr Daniel Steinweg
President
Grenada Cycling Union
PO Box 9910
St George's
GRENADA

Dear Mr Steinweg

CYCLING TOURNAMENT: 15-16 AUGUST 2012

You would have informed that, the British Virgin Islands has been selected to host
the Caribbean Junior Premier Cycling Tournament in August. The committee is very
enthusiastic about this event and look forward to the participation of the junior
cyclists from Grenada.

The arrangements concerning air travel, hotel accommodation, transportation and
recreational activities will be communicated to you at a later date. We would,
however, encourage you to arrange your travel plans so that you arrive at least two
days before the tournament begins. In this way, your cyclists should have enough
time to settle in and acquaint themselves with the route(s).

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We look forward to your visit and to welcoming your team to British Virgin Islands.

Yours sincerely

Ernesta Blackman (Mrs)
Public Relations Officer

Enc

01251020/K/2011

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Key

Question 2 cont'd

Mr Daniel Steinweg
President
Grenada Cycling Union
PO Box 9910
ST George's
GRENADA

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Key

Question 3

MEMORANDUM

TO   Carol Flint
          Association Secretary

FROM   Basil Graham
          Administrative Officer

REF   BG/(candidate's initials)

DATE   (Today's date)

CYCLING CHAMPIONSHIPS

I have, as requested, arranged for you to meet with all personnel who will be involved in the activities for the forthcoming Cycling Championships in August. The meeting will be held at the Tortola Cycling Centre Auditorium on Monday 30 May at 6.00 pm. The major topics for discussion will be: *provision of hosts for the teams, recreational activities* and *outstanding membership fees*.

Last year's statistics for the juvenile category, which are to be circulated to all the cycling bodies, are set out below. In an effort to attract a wider membership, perhaps we can consider preparing a flyer on the health and other benefits of cycling – this could be distributed to patrons on arrival.

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Key

Question 3 cont'd

| NAME | COUNTRY | UCI NUMBER | TIMES | | AGGREGATE TIME |
			TIME TRIAL	ROAD RACE	
Russell Simmons	Barbados	BAR12561	0:28:56	1:49:36	2:18:32
Mario Pile	Bermuda	BER62389	0:29:01	1:49:43	2:18:44
Adolfo Valks	Curacao	CUR96278	0:30:42	1:49:37	2:20:19
Sebastian Gomes	Aruba	ARU90501	0:30:59	1:49:52	2:20:51
Brandon Forde	Barbados	BAR62511	0:31:13	1:49:51	2:21:04
Rudy Maharaj	Trinidad and Tobago	TRI83541	0:32:40	1:49:42	2:22:22
Akeem Davis	Anguilla	AGA53021	0:33:20	1:49:50	2:23:10
Ryan Godfrey	St Vincent	SVG60203	0:34:26	1:50:11	2:24:37
Kwame Gullit	St Maarten	STM00807	0:35:28	1:53:58	2:29:26
Kyle Cropper	Trinidad and Tobago	TRI50321	0:34:29	1:57:22	2:31:51
Tyrese Joseph	Bermuda	BER60305	0:36:49	1:59:01	2:35:50
Marco Winkel	Curacao	CUR90102	0:36:38	1:59:13	2:35:51

Question 4

CYCLING IN THE CARIBBEAN

If you want to exercise, lose weight, give your cardio-vascular system a thorough workout, cycling is the perfect hobby. Imagine, too, the excitement of exploring different sites, meeting new people of all ages and gender and learning about different cultures.

WHAT TYPE OF CYCLING?

Mountain Biking

- Enjoy high speed descents and air jumps over daring obstacles.

- Trail along rough forest paths, rocky roads, steep terrain and lush vegetation.

- Go cross-country, downhill or free ride.

This is a real test of endurance and dexterity.

Road Cycling

- Tour residential areas off the beaten track.

- Join a club and take part in competitive circuit racing, fun rides and adventure racing events.

- Travel across country roads, undulating lands and natural vistas.

The whole family can enjoy themselves.

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Key

Question 4 cont'd

These and other forms of cycling are very popular in the Caribbean - thanks to the varied terrain and conducive climate. The beauty of the landscape is awe-inspiring. Whether you are cycling high above the east coast of Barbados overlooking the panoramic view of the Atlantic Ocean, climbing the steep hill known as the "Dark Hole", or exploring the popular Chaguaramas peninsula, you are bound to feel exhilarated.

```
For Your Health:  It's a fantastic
workout!  You breathe deeper,
increase your body temperature,
tone and strengthen your muscles
and lose weight.  The feeling of
pleasure and satisfaction will
reduce stress and anxiety.   Your
overall fitness level will
improve.

Socializing:  Spend more time with
family and friends.  Meet new
people, discover new places and
enjoy the environment around you.
```

S T A R T   T O D A Y!

Complete the attached slip or call the
Caribbean Cycling Association

Telephone: (284) 494 7562

REGISTRATION FORM

Name: . . . .   Date of Birth: . . . .

Address: . . . .

. . . .   Telephone No: . . . .

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

SECONDARY EDUCATION CERTIFICATE EXAMINATION

**ELECTRONIC DOCUMENT PREPARATION
AND MANAGEMENT**

Paper 02 – General Proficiency

SPECIMEN PAPER

MARK SCHEME

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER 02

QUESTION 1 – COPY TEST

Accuracy/Speed		
10	Typed the full assignment with no errors	10
	- Typed the full assignment with 1 error	9
	- Typed the full assignment with 2 errors	8
	- Typed the full assignment with 3 errors	7
	- Typed the full assignment with 4 errors	6
	- Typed the full assignment with 5 errors	5
	- Typed the full assignment with 6 errors	4
	- Typed the full assignment with 7 errors	3
	- Typed the full assignment with 8 errors	2
	- Typed the full assignment with 9 errors	1
	Typed to I but less than the full assignment with no errors	8
	- Typed to I with no more than 2 errors	6
	The following errors are penalized: Typographical Spelling Omission/inclusion of punctuation marks Inappropriate capitalisation Omission of text Insertion of text Incorrect spacing Omission of formatting features	

SUMMARY OF OBJECTIVES TESTED

2.1 Demonstrate competence in keyboarding techniques
2.2 Demonstrate correct posture at the computer
2.4 Use correct spacing after punctuation marks
2.8 Type at a minimum speed of 35 wpm
4.1 Apply appropriate formatting features

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER 02

QUESTION 2 – LETTER

Accuracy/Speed		
8	Typed the full assignment with no errors	8
	Deductions:	
	Typographical	(1)
	Spelling	(1)
	Omission of insertion	(1)
	Omission/inclusion of punctuation marks	(1)
	Abbreviations not expanded/retained	(1)
	Inappropriate capitalisation	(1)
	Omission of text	(1)
	Insertion of text	(1)
Presentation and Use of Technology		
18	Created letterhead with appropriate logo (letterhead only, deduct 1)	2
	Typed letter in blocked style.	1
	Used correct margins.	1
	Typed reference in appropriate position	1
	Typed date in acceptable format.	1
	Inserted all fields (missing fields, deduct 1).	2
	Typed subject heading in all capitals.	1
	Allowed one clear line space before and after subject heading.	1
	Typed body of letter in single line spacing.	1
	Allowed double spacing between paragraphs.	1
	Emboldened date, as instructed	1
	Typed 'Enc' notation.	1
	Merged main document and data file.	1
	Printed copy of letter showing fields.	1
	Printed letter to Mr Ramirez.	1
	Typed full, correct address on envelope allowing acceptable top and left margins.	1

SUMMARY OF OBJECTIVES TESTED

- Use correct spacing after punctuation
- Interpret manuscript signs
- Prepare typescript from manuscript
- Apply formatting features
- Perform mail merge
- Produce letter using most appropriate style
- Insert graphic

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER 02

QUESTION 3 – SPREADSHEET/MEMORANDUM

Accuracy/Speed		
10	Typed the full assignment with no errors	10
	Typed spreadsheet only	6
	Deductions:	
	Typographical	(1)
	Spelling	(1)
	Omission of insertion	(1)
	Omission/inclusion of punctuation marks	(1)
	Abbreviations not expanded/not retained	(1)
	Incorrect insertion	(1)
	Inappropriate capitalization	(1)
	Transposition	(1)
	Omission of text	(1)
	Insertion of text	(1)
Presentation and Use of Technology		
20	Typed memo in blocked style.	1
	Used equal margins of 1 inch.	1
	Headed memo appropriately – To, From, Date, Ref.	1
	Typed current date in acceptable style.	1
	Typed subject heading in correction position, with one clear line space before and after.	2
	Justified right margin.	1
	Italicised topics.	1
	Typed column headings in spreadsheet in blocked style and in capitals.	2
	Totalled times and entered totals in aggregate column.	1
	Sorted data in ascending order, as indicated.	1
	Aligned figures in at least 2 columns.	1
	Allowed consistent spacing between vertical columns and horizontal columns.	1
	Integrated spreadsheet into memo.	1
	Showed gridlines.	2
	Typed in portrait orientation.	1
	Typed body of memo in single line spacing	1
	Allowed double spacing between paragraphs	1

SUMMARY OF OBJECTIVES TESTED

- Use correct spacing after punctuation
- Interpret manuscript signs
- Use formulae
- Sort data in tables
- Integrate information to produce complete document
- Identify size and orientation of paper
- Produce memos/spreadsheet

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER 02

QUESTION 4 – FLYER

Accuracy/Speed		
12	Typed the full assignment with no errors	12
	Deductions:	
	Typographical	(1)
	Spelling	(1)
	Omission of insertion	(1)
	Omission/inclusion of punctuation marks	(1)
	Abbreviations not expanded/retained	(1)
	Incorrect insertion	(1)
	Manuscript signs	(1)
	Inappropriate capitalization	(1)
	Incorrect spacing	(1)
	Omission of text	(1)
	Insertion of text	(1)
	Transposition	(1)
Presentation and Use of Technology		
22	Used equal left and right margins.	1
	Used WordArt.	1
	Used font size and type indicated	2
	Left 2" for photograph.	1
	Centred lines.	1
	Created border.	1
	Italicised heading.	1
	Inserted 'A' as instructed	1
	Inserted and centred textbox.	2
	Typed paragraph headings; and emboldened.	2
	Centred and spaced caps line as indicated.	2
	Created columns	1
	Inserted vertical line	1
	Bold shoulder headings	1
	Inserted bullets	1
	Tear-off slip	1
	Ended leader dots at same point.	1
	Created footer at bottom right.	1

SUMMARY OF OBJECTIVES TESTED

- Demonstrate competency in use of special keys
- Use correct spacing after punctuation
- Interpret manuscript signs
- Use different types of headings
- Prepare typescript from manuscript
- Apply formatting features to enhance documents
- Edit various documents
- Apply borders

FORM TP 2011060 TEST CODE **01251032/SPEC**

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

SECONDARY EDUCATION CERTIFICATE
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER

Paper 032 – General Proficiency

1 hour 50 minutes

INSTRUCTIONS TO CANDIDATES

1. *This examination consists of TWO questions which you should file on the storage medium for printing later. The Invigilator will give you instructions about arrangements for printing your documents.*

2. *Attempt ALL questions.*

3. *Read all instructions carefully before attempting each question.*

4. *The 1 hour 50 minutes allocated should be used as follows:*

   10 minutes – warm-up on the computer followed by
   10 minutes – reading time
   1 hour and 30 minutes – responding to all the questions

5. *Report any defect in the machine to the Invigilator who will make the appropriate notation and <u>indicate on the candidate's folder any time lost</u>. The Invigilator will also record this information on the Supervisor's Irregularity Report.*

6. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.

7. Begin each answer on a separate sheet.

8. Print on one side of the paper only unless otherwise instructed.

9. Key your candidate number in the upper-right hand corner of each sheet of paper.

10. Uncorrected errors will be heavily penalized.

11. Any accepted method of display consistently used in letter and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions

1.   Read the extract below carefully and then answer the questions that follow.

**Extract from a study on crime in Zebra Land by Sontian Huggins-Capilton,
USI, Zebra Land, 2010**

GUNS AND CRIME: A CASE STUDY OF ZEBRA LAND

The increase in crime in Zebra Land has been due to the increased use of more powerful weapons, namely guns. This has resulted in an alarming high death rate especially among your males. In the last five years, the murder rates have been as follows: in 2009 – 450; 2008 – 405; 2007 – 397; in 2006 – 359 and in 2005 – 376. In the same vein, firearm wounding in the last five years were as follows: 2009 – 450; 2008 – 403; 2007 – 413; 2006 – 389; 2005 – 397. The research showed that a major cause of the increase levels of gun related crimes is the trafficking of narcotics which concomitantly has facilitated the availability of firearms. This powerful weapon is needed to protect the smugglers of drugs, the transporters of the narcotics and the traders of the illegal drugs. Increasingly more firearms are demanded by those in the narcotic trafficking trade. It is therefore very difficult to reduce the demand for guns in Zebra Land.   The authorities have recommended the introduction of firearm registries, the marking and tracking of guns and more stringent patrol of ports to improve the firearm interdiction. In the long term, progress will only be achieved when more equipment and rigorous measures are implemented to reduce the amount of drugs entering the country. Zebra Land may have to join other countries in their call for the implementation of international treaties and agreements to fight the smuggling of narcotics and firearms.

Solo Island introduced some of the above-mentioned measures. The research has shown a considerable reduction in firearm related crimes. The murder rates caused by firearms were as follows: in 2009 – 149; 2008 – 124; 2007 – 98; 2006 – 79 and in 2005 – 50. Firearm wounding figures were as follows: in 2009 – 201; 2008 – 180; 2007 – 167; 2006 – 152 and 2005 – 114.

(a)   Prepare a seven-column table showing the increase in murders and firearm wounding crimes for BOTH islands for the period 2005-2009.

(26 marks)

(b)   Prepare a chart showing the murder rates in Zebra Land for the period 2005-2009.

(17 marks)

(c)   Prepare a presentation to be delivered to students of Topaz Composite Secondary School. Include the table or chart from (a) above.

(17 marks)

(i)   **INSTRUCTIONS FOR QUESTION 1**

    (a)   The table should be done on A4 or letter size paper, using appropriate margins. An appropriate main heading and any suitable reference(s) would be accepted. Include total columns for each category and each island. Total columns should be in bold. Column headings should be centred. All grid lines should be shown.

    (b)   Centre the chart on a separate page. Include appropriate title for chart. Label all axes. Show the internal grid lines. Label the years clearly.

INSTRUCTIONS FOR QUESTION 1(c)

    (i)   Prepare the presentation with at least FOUR slides.
    (ii)   Insert slide numbering.
    (iii)   Print the presentation using both sides of one sheet of paper.

2.   **EPZ Company** is considering setting up a computer laboratory in the interior of the Administrative Building. You are required to advise them on the health and safety features required for that office.

    Four persons are expected to occupy that room including a person whose legs are physically challenged.

    There is only one electrical outlet in this room and there is a common practice of staff to eat at their desks. The manager has shared his concerns that this practice would be transferred to the computer room.

    (a)   Prepare a report on the health and safety procedures required for that office under the headings below. The report should be typed in double-line spacing using shoulder headings, and equal left and right margins of 1 inch. Justify the right margin. Allow top margin of 1½ inches.

- Layout
- Lighting
- Furniture
- Posture

                                                 (26 marks)

    (b)   Prepare a notice to be placed in the computer room that can be used to discourage this practice of staff eating at their desks. Use appropriate font size for heading and content. Centre the notice horizontally and vertically. Insert a border.

                                                 (14 marks)

END OF TEST

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

SECONDARY EDUCATION CERTIFICATE EXAMINATION

**ELECTRONIC DOCUMENT PREPARATION
AND MANAGEMENT**

Paper 03/2 – General Proficiency

SPECIMEN PAPER

KEY

Question 1 (a)

GUNS AND CRIME STATISTICS

YEAR	ZEBRA LAND			SOLO ISLAND		
	MURDER RATES	FIREARM WOUNDING	TOTAL	MURDER RATES	FIREARM WOUNDING	TOTAL
2005	376	397	**773**	50	114	**164**
2006	359	389	**748**	79	152	**231**
2007	397	413	**810**	98	167	**265**
2008	405	403	**808**	124	180	**304**
2009	450	450	**900**	149	201	**350**
TOTAL	**1987**	**2052**	**4039**	**500**	**814**	**1314**

Extract: Crime in Zebra Land prepared by Sontian Huggins-Capilton, UZL, Zebra Land

Question 1 (b)
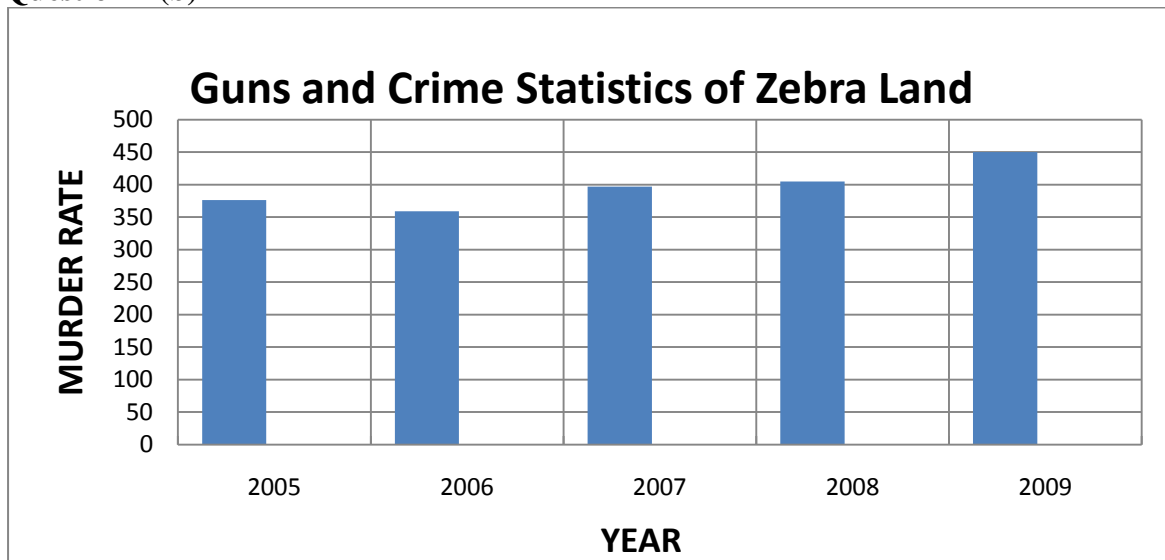
(i)   Centred chart
       Correct bars – label + height
       Labelled Axes
       Internal grid lines
       Title

       I – Any three completed
       II – Any four completed

Question 1(c)

GUNS AND CRIME STATISTICS						
	ZEBRA LAND			SOLO ISLAND		
YEAR	MURDER RATES	FIREARM WOUNDING	TOTAL	MURDER RATES	FIREARM WOUNDING	TOTAL
2005	376	397	**773**	50	114	**164**
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TOTAL	**1987**	**2052**	**4039**	**500**	**814**	**1314**

2

STRATEGIES USED BY SOLO ISLAND TO CONTROL GUN CRIMES

- Introduction of firearm registries
- The marking and tracking of guns
- Increase patrol of ports
- Call for the implementation of treaties and agreements to fight the smuggling of narcotics and firearms

3

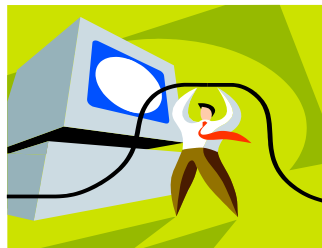
The End

Thank You

4

I – At least 2 slides completed
II – At least 3 slides completed

Question 2 (a)

REPORT ON HEALTH AND SAFETY FEATURES REQUIRED FOR THE COMPUTER LABORTARY

This report addresses the health and safety issues to be considered in the setting up of the new computer laboratory. The report will discuss layout, lighting, furniture and posture at the computer.

Layout

The positioning of the electrical outlets will determine the placement of the work-stations. If the outlets are against the wall, work-stations will be placed against the walls to facilitate access to plugs. This would prevent persons falling over the cords.

Lighting

The room although it is located in the centre of the administration building must be adequately lit. Adequate overhead electrical lighting should be placed in the room especially where the computers and office desk are located.

Furniture

In the selection of furniture it is important to consider the size of the room and the number of occupants. You must also select furniture that is built in keeping with ergonomic standards. Consideration must also be given to the comfort of the physically challenged individuals.

Posture

It is important to practise proper posture at workstations. Failure to do so can result in health issues. Poor posture can also impact on productivity and efficiency.

Question 2(b)

NOTICE

THIS IS A COMPUTERISED ENVIRONMENT.

PLEASE DO NOT EAT IN THIS ROOM.

The Management
Date

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

SECONDARY EDUCATION CERTIFICATE EXAMINATION

**ELECTRONIC DOCUMENT PREPARATION
AND MANAGEMENT**

Paper 03/2 – General Proficiency

SPECIMEN PAPER

MARK SCHEME

Question	No.				
		Accuracy and Speed	12		
1(a)	1	Typed full assignment with less than 3 errors*		12	
	2	Typed at least to //with less than 2 errors*		9	
	3	Typed at least to /with 1 error*		5	
		Deduct one mark for every two errors made above the maximum errors allowed in cut-off section. For example if the full assignment is typed but 5 errors are made, the marks to be awarded will be 8.			
		Knowledge and Comprehension	3		
	1	Totalled columns correctly		1	
	2	Designed seven-column table		1	
	3	Used appropriate referencing		1	
		Presentation and Use of Technology	11		
	1	Centre subject heading in appropriate style.		1	
	2	Bolded subject heading.		1	
	3	Allowed at least two spaces between heading and the body of the work.		1	
	4	Centred column heading vertically and horizontally		1	
	5	Centred 'Zebra Land' & 'Solo Island' over columns.		1	
	6	Centred content vertically and horizontally with the cells.		1	
	7	Bolded all totals.		1	
	8	Typed Reference.		1	
	9	Allowed equal left and right margins.		1	
	10	Allowed at least 2-3 inches at the top of the page.		1	
	11	Showed grid lines.		1	
				1	
		26 marks			

Question	No.				
1(b)		**Accuracy and Speed**	**6**		
				5	
	1	Typed full assignment with less than 3 errors*		3	
	2	Typed at least to //with less than 3 errors*		1	
	3	Typed at least to /with 1 error*			
		Deduct one mark for every two errors made above the maximum errors allowed in cut-off section. For example, if the full assignment is typed but 5 errors are made, the marks to be awarded will be 8.			
		Knowledge and Comprehension	**4**		
	1	Composed appropriate heading		1	
	2	Composed appropriate axes heading – 1 mark each		2	
	3	Used appropriate axes		1	
		Presentation and Use of Technology			
			7		
	1	Prepared chart using an appropriate style		2	
	2	Typed Chart heading		1	
	3	Centred heading		1	
	4	Placed chart on separate sheet		1	
	5	Allowed appropriate left and right margins		1	
	6	Allowed at least one inch top margin		1	
		17 marks			
		Accuracy and Speed	**6**		
1(c)	1	Typed full assignment with less than 4 errors*		6	
	2	Typed at least to //with less than 2 errors*		4	
	3	Typed at least to /with 1 error*		2	
		Deduct one mark for every two errors made above the maximum errors allowed in cut-off section. For example if the full assignment is typed but 5 errors are made, the marks to be awarded will be 8.			
		Knowledge and Comprehension	**4**		
	1	Designed appropriate cover page		1	
	2	Organised statistics in an appropriate manner		2	
	3	Effectively organised information on recommendations		1	

Question	No.				
		Presentation and Use of Technology	**7**		
	1	Appropriate layout of cover/introduction (page)		1	
	2	Copied table of statistics OR prepared slide(s) with statistics		1	
	3	Typed slides with recommendations/strategies used to control gun crimes.		1	
	4	Typed appropriate slide(s) to end presentation.		1	
	5	Inserted clip art in the presentation.		1	
	6	Inserted slide numbering.		1	
	7	Print slides on one page.		1	
		17 marks			
		Total 60 marks			
		Accuracy and Speed			
			11		
2 (a)	1	Typed full assignment with less than 4 errors*		11	
	2	Typed at least to // with less than 3 errors*		8	
	3	Typed at least to / with 1 error*		5	
		* Deduct one mark for every two errors made above the maximum errors allowed in cut-off section. For example, if the full assignment is typed but 7 errors are made, the marks to be awarded will be 9.			
		Knowledge and Comprehension			
			6		
	1	Composed appropriate main heading		1	
	2	Composed appropriate shoulder heading		1	
	3	Composed appropriate content for layout		1	
	4	Composed appropriate content for lighting		1	
	5	Composed appropriate content for furniture: addressed the physically challenged		1 1	
	6	Composed appropriate content for posture			
		Presentation and Use of Technology			
	1	Typed heading in blocked style	**9**		
	2	Typed main heading in all capitals and bold			
	3	Shoulder headings in correct position		1	
	4	Allowed suitable space between main heading and body of the work		1 1	
	5	Typed shoulder heading at the left margins in Initial Caps		1 1	
	6	Typed report in double-line spacing		1	
	7	Justified margins		1	
	8	Allowed at least a 1 1/2" top margin		1	
	9	Used equal left and right margin of 1"		1	
		26 marks			

Question	No.				
2 (b)	1 2 3	**Accuracy and Speed** Typed full assignment with less than 1 error* Typed at least to // with 1 error* Typed at least to / with no error * Deduct one mark for every two errors made above the maximum errors allowed in cut-off section. For example, if the full assignment is typed but 5 errors are made, the marks to be awarded will be 3.	**5**	5 3 1	
	1 2 3	**Knowledge and Comprehension** Used appropriate language Included name and position Included date		1 1 1	
	1 2 3 4 5 6	**Presentation and Use of Technology** Centred heading Sized heading appropriately Sized content appropriately Inserted border Centred notice horizontally Centred notice vertically		1 1 1 1 1 1	
		14 marks **Total 40 marks**			