

National Council for Vocational Awards



Word Processing Level 2

Practical Examination

MONDAY 12 MAY 1997

11.00 A.M. – 1.00 P.M.

INSTRUCTIONS TO CANDIDATES

1. You are the Personal Assistant to the Manager of the Environmental Control Department of the Winning Widget Co., Mr Brendan Moriarty, and you are required to complete three tasks as detailed in the following Practical Assignments.

Practical Assignment 1	30%
Practical Assignment 2	25%
Practical Assignment 3	25%

Total Percentage for this examination	80%
---------------------------------------	------------

The Word Processing Theory Examination is allocated **20%**.

2. The use of manuals or notes is forbidden.
3. Printing may take place during or after the examination time. Your Specialist Teacher will give you specific instructions for printing.
4. **Enter your Examination Number at the top of each page of your work and on the envelope provided.**
5. Assemble your completed work in numerical order, and place it in the envelope provided.
6. If you take the optional **Speed and Accuracy Test**, place it in the envelope also, with the assignments.
7. You are asked to save your assignments using file names specified on the examination paper.
8. Ensure that your envelope contains the following:

Checklist

Practical Assignment 1	Printout of HEALTH file
Practical Assignment 2	Printout of AGENDA file
Practical Assignment 3	Printouts of the following files: DRAFT MOONEY SEARCHER FIXET
Speed and Accuracy Test	Optional
Theory	Answer Book

Word Processing Level 2

Practical Assignment 1 (30%)

1. Recall the document stored on your system or disk called **TASK1**
2. Proof-read and correct where necessary, and make the amendments as indicated.
3. Ragged or justified line endings are accepted (unless otherwise instructed within the document).
4. Take great care with pagination.
5. Save your document as **HEALTH** for printing as instructed by your Specialist Teacher.

- All abbreviations should be typed in full where appropriate.
- Block or centre style is acceptable once used consistently throughout an assignment.
- Dictionaries are allowed.

Assignment 1.

HEALTH & SAFETY AT WORK

Bold, Centre + U.S

OPERATOR: Change
Font size to 12 litch
throughout document

In order to ensure health and safety at work the employer must first prepare a safety statement. The safety statement identifies the risks or hazards to which the workers are exposed. When these risks or hazards have been established action must be taken. Good Codes of Practice as well as staff training and information, form an ~~an~~ essential part of the strategies involved in promoting a healthier and safer working environment.

1. REPETITIVE STRAIN INJURY (RSI) **Bold Headings**

Repetitive Strain Injury (RSI) is the result of awkward or constrained working postures, repetitive movements or tasks. The strain usually affects the neck and upper limbs. The cost of hours lost to the workforce is enormous, not to mention costs involved due to early retirement and medical attention required; or reduced quality and quantity of work produced.

The factors that lead to RSI are still not quite known, but some of the risk factors can be outlined as follows:

- awkward posture
- repetitive work
- poor social relations
- heavy manual handling
- lack of influence in the organisation

} double
line
spacing

* **INSERT TEXT HERE**

Justify
R.H. Margin
throughout
document

2. FIRE AND ELECTRICITY

Fire. Most substances burn quickly and the fumes produced can be deadly. It is smoke and fumes that kill people, not flames.

It is imperative that the Fire Escapes are adequate and clearly marked.

Electricity. Common sense prevails in this instance. Every year many people are killed or badly injured at work due to electric shock.

Cable joints that are frayed or damaged should be replaced. Make sure all plugs are connected properly. Light bulbs or items which could be easily broken should have a protective guard. ~~Appliance~~ should be unplugged before making adjustments or cleaning.

N.P.

It is the responsibility of the Employees to ensure that they know and understand the Company Safety Statement.

With due care and consideration given to the factors outlined above better productivity will ensue and there will be reduced insurance costs as well as less disruptions to work which are caused by accidents or ill health.

3. SURVEY **Block Cabs + Bold Heading**

L.C. Finally, a Recent survey indicates:

- over 16,000 accidents occurred at work
- approx. 80 people died
- some 4,000 suffered occupational diseases
- 750,000 working days lost through absences

} double
line
spacing

Assignment 1.

Insert at "*"

The on-set of RSI is usually slow + involves a series of steps. At first the person feels tired or fatigued with slight discomfort.

This later develops into more severe pain + usually constrains daily activities. If allowed to continue it can lead to chronic disability for the individual. Rehabilitation at this chronic stage is more difficult than if

STEP.

measures ~~had been~~ ^{were} in place to prevent RSI.

Prevention is better than cure. ← **Bold + Italics**

→ Psychological factors such as stress, monotonous work, (which requires an amount of attention or precision + fixed posture) along with lack of work satisfaction contribute to RSI.

PSYCHOSOCIAL

OPERATOR: Replace the phrase "at work" with "in the workplace" throughout the document.

Note:

Print out the document with Page numbers included.

Word Processing Level 2

Practical Assignment 2 (25%)

1. Key in and display the information attractively.
2. Information should be on a single page.
3. Save your document as **AGENDA** for printing as instructed by your Specialist Teacher.

- All abbreviations should be typed in full where appropriate.
- Block or centre style is acceptable once used consistently throughout an assignment.
- Dictionaries are allowed.

Assignment 2.

"H+S" - Health and Safety in full
H+S Seminar caps, centres bold
17-19 June 1997 centre

Day 1. General Office Safety + Stress management Black Caps + Bold

- 9.00 - 9.30 Registration
- 9.30 - 11.00 Ergonomics in the Office
- 11.00 - 11.30 Coffee Break
- 11.30 - 12.30 Stress management
- 12.30 - 1.30 Q. + A. Session

"Q+A" - Question and Answer in full

Day 2. Safety Assessment + Controls in the Lab. → in full

- 9.00 - 9.30 Registration
- 9.30 - 11.00 Fundamentals of Industrial measurement + Process Controls
- 11.00 - 11.30 Coffee Break
- 11.30 - 12.30 Respiratory Exposure to Volatile Solvent Vapours
- 12.30 - 1.30 Q + A Session

Day 3. Safety Skills with Mechanical Equipment

- 9.00 - 9.30 Registration
- 9.30 - 11.00 Rotating Equipment Preventative Maintenance
- 11.00 - 11.30 Coffee Break
- 11.30 - 12.30 Dust Suppression in Suction-type machinery
- 12.30 - 1.30 Q + A. Session

Reservation Form here

Assignment 2.

H + S Seminar Reservation Form **Bold Text**
in full

NAME (Block Caps)

DEPT. Position

Seminar Title

Date of Seminar Time of Seminar

Words
→ 1st Choice
→ 2nd Choice

Lunch Required yes [] no []

Signature Date

double
line
spacing

Note: Please return to your Dept manager.
Reservations cannot ^{only} be confirmed when
this form is received.

Bold Text

Operator : Please ensure that both the Agenda
for the seminar and the Reservation
Form are on the one page.
All Abbreviations in full

Word Processing Level 2
Practical Assignment 3 (25%)

1. Key in the following Draft Letter being careful to insert the symbols for the variables exactly as shown.
2. Save your document as **DRAFT** for printing later as instructed by your Specialist Teacher.
3. Create **three** separate letters with the variables given: save each one for printing later.

Please save first letter as **MOONEY**

Please save second letter as **SEARCHER**

Please save third letter as **FIXET**

Assignment 3.

[1]

[2]

Dear [3]

"H+S" - Health and Safety in
full throughout document

H+S Seminar - June 1997

Cats, Bold + U.S. Heading

This company has a very positive approach to H+S
del. in all its ^{activities} aspects. To ensure implementation
of its policies, it is proposed to hold seminars
on different aspects of H+S at work.

I shall be grateful if you will deliver a one-
day seminar to our employees in relation to [4].

NP [The date for this seminar is [5].

I enclose a programme indicating details of each
day's proceedings. The location of your seminar
is [6].

Please confirm with me at your earliest convenience
if you can give the seminar on that date.
Looking forward to a favourable response.

Yours sincerely

WINNING WIDGET COMPANY

Block Cats.
+ Bold

A M O'Neill
General manager

Enc

Assignment 3.

VARIABLES

LETTER 1

- [1] Today's Date
- [2] Mr C D Mooney
Director
Human Resouces
A D Communications Company
63 Central Mall
DONEGAL
- [3] Mr Mooney
- [4] General Office Safety and Stress Management
- [5] Tuesday 17 June 1997, from 9.00 am - 2.00 pm
- [6] First Floor, Boardroom, Head Office, Dublin

LETTER 2

- [1] Today's Date
- [2] Dr E F Searcher
Chief Analyst
Laboratory Divison
R O Chemicals Ltd
37 Alder Industrial Estate
CORK
- [3] Dr Searcher
- [4] Safety Assessment and Controls in the Laboratory
- [5] Wednesday 18 June 1997, from 9.00 am - 2.00 pm
- [6] Block B of Annex at Manufacturing Site, Dundalk.

LETTER 3

- [1] Today's Date
- [2] Mr G H Fixet
Mechanical Services Section
Melting Engineering Company
4 New Quays
DUBLIN
- [3] Mr Fixet
- [4] Safety Skills with Mechanical Equipment
- [5] Thursday 19 June 1997, from 9.00 am - 2.00 pm
- [6] Room 22, Assembly Building at Manufacturing Site, Dundalk.