

National Council for Vocational Awards



NATIONAL VOCATIONAL CERTIFICATE LEVEL 2

Word Processing - Speed and Accuracy Test

Wednesday, 18 May 1994 - 10 minutes

INSTRUCTIONS TO CANDIDATES

- 1 Please key in the passage overleaf in the allocated time. If you have completed the test piece before the 10 minute period has elapsed please recommence. (This will enable certification for attainment at higher speeds).
- 2 The figures in the right margin are not to be typed. They indicate the lines on which specified speeds are reached.
- 3 100% accuracy will be required for certification of the speed attained.
- 4 Use double line spacing and leave adequate margins.
- 5 Type your **Examination Number** at the top of **each sheet**.
- 6 Your print out should be included in the envelope provided for your completed Word Processing Examination. The Superintendent will return your envelope to you at the conclusion of the Speed and Accuracy test.

SPEED AND ACCURACY TEST

A secretary should be in appearance neat and well groomed, so beware of too many beads, rings and bracelets. Too much jewellery is out of place in an office, and can be a distraction to the dictator. She should be pleasant and cheerful in manner and in disposition calm, quiet and equable. Tact and courtesy are largely inherent qualities, but they may be acquired by practice, so anyone can become habitually tactful and courteous. A secretary needs tact in dealing with awkward situations and tiresome callers. She needs both patience and tact when dealing with the public either by telephone or in person.

A competent secretary is essentially a practical person, with a full measure of common sense and an unfailing memory. She is able to work on her own initiative, handling much of the routine detail without worrying her employer, making it easier for him to do the really important work and tackle major problems. She is able to deal with the unexpected, and find out for herself how to do things. If she doesn't know an answer straight away she knows where to look for it or whom to consult. A secretary who is always asking questions, to which she could easily find the answer herself, is not a help but a hindrance. A competent secretary can be trusted to write her employer's letters in correct English. She composes his letters on the briefest instructions as distinct from merely transcribing them from shorthand. She is able to express herself clearly and concisely in her employer's customary style and, as far as possible, her letters are indistinguishable from those dictated by him. Her employer can sign letters with complete confidence in their accuracy. She is able to handle all arrangements for meetings and write concise, accurate reports on them. She acts as her employer's shield against unnecessary interruption, fending off time-wasters and keeping away unwanted callers. She has an unswerving capacity for understanding her employer's mind better than he does himself. In fact, she understands him perfectly when he simply says "Emmh".

25 wpm

35 wpm

41 wpm

Of the many desirable qualities which go to make up that multiple personality, the private secretary, discretion, loyalty and competence rank highest. As a private secretary you will hear a good deal of confidential information about the work, some of which will be of special interest to outsiders. You will be entrusted with many confidences by your employer. So, a word of advice, at all times be discreet and at no time be tempted to break a confidence.

45 wpm

50 wpm