B 101a

National Council for Vocational Awards

Word Processing – Advanced

Practical Examination

WEDNESDAY 19 MAY 1999

9.30 am – 12.15 pm

(INCLUDES 15 MINUTES READING TIME)

INSTRUCTIONS TO CANDIDATES

1. This paper contributes 80% of the overall mark for Word Processing Advanced with 20% allocated to the Theory Examination.

2. **Four** practical assignments are to be completed for this examination.

   Attempt all 4 assignments

Assignment 1	Document for correction	(35 marks)
Assignment 2	Display - An Advertisement	(20 marks)
Assignment 3	Mail Merge	(20 marks)
Assignment 4	Table/Tabular Statement	(25 marks)

3. All tasks require proof-reading: correct all errors in spelling, punctuation, grammar and syllabification. <u>Dictionaries are allowed.</u>

4. All abbreviations should be typed in full, where appropriate.

5. In the absence of specific instructions block or centre style is acceptable once used consistently throughout a task.

6. The Superintendent will give you instructions about arrangements for printing out your documents. The time allowed for the examination **does not include printing time.**

7. Assemble your completed work in the order in which it is presented in this paper and cross through any work which you do not wish to be marked.

8. Write your **Examination Number** on the envelope provided for completed work.

9. If you take the optional Speed and Accuracy Test, place it in the same envelope.

10. Do not seal your envelope as your Theory Paper must be included later.

11. Ensure that you include all printouts and scripts in your envelope:

Checklist

Assignment 1	Printout of **COMMERCE** file
Assignment 2	Printout of **ADVERT** file
Assignment 3	Printout of the following files: **LETTER** **DETAILS** **GUESTS** (3 Personalised Letters)
Assignment 4	Printout of **INTERNET** file
Theory Answer Book	To be included later
Speed and Accuracy Test	Optional

Please ensure that your Examination Number is on all assignments, scripts and on the return envelope.

WORD PROCESSING – ADVANCED

PRACTICAL ASSIGNMENT 1

THERE ARE **2 FILES** STORED ON YOUR DISKETTE.

(1) **ELECTRON**   (2) **SMART**

1. Recall the document stored under the file name **ELECTRON**

2. Proof-read and correct where necessary. Pay particular attention to spelling and grammatical errors.

3. In the absence of specific instructions, use left and right margins of 1" (2.5cm).

4. Make amendments as indicated.

5. Key in additional text accurately and follow all instructions given.

6. Import the file **SMART** at indicated insertion point.

7. Number each page - bottom **centre.**

8. **This is to be a two page document,** therefore, take care with pagination.

9. Insert your **Examination Number** as a header on all pages.

10. Save document under the file name **COMMERCE**

11. Print now or later.

Assignment 1   Replace electronic commerce with e-commerce throughout

Caps centre & Bold

The Future Growth of E-Commerce in Ireland

u.c. Now that the internet has gainned global acceptance the prediction is that people will
use this medium to do a lot of there buying and selling. A study on electronic *(recent)*
u.c. commerce and the internet in Ireland found that this country is well positioned too
become an electronic commerce hub for Europe for the following reasons:-

Display 1,2,3 as a numbered list

(1) Ireland is the only English speaking member of the euro currancy area and for a lot of *del*
American firms this makes Ireland a naturel gateway to Europe. English is also the *del*
language of choice on the internet (2) The introduction of the euro removes barriers to *(So many)*
trade in general and electronic trade in particular that it will aid the aceleration of
(3)
electronic commerce hear. Ireland has a young educated population and we speak *(highly)*
u.c. English which is the language of choise on the internet. US companies value these
characteristics when recruiting employees for call centres and financial services here. u.c.

7 Move to [A]

n.p. At presant Ireland's e-commerce is worth in the region of £10 million. By the year
2001 it is estimated they e-commerce market will be worth upwards to £400 million.
Most of the activity to-date has in volved business to business tranactions with
companies buying products such as books, computer hardware and software.
[However, the predictions are that consumer tranactions on the web will grow *until*
significantly in the next too years but business will still dominate e-commerce in 2001.
u.c Consumer business on the internet will pick-up after that and more than on third of *the*
Irish consumers will be on-line by 2005 which puts us in the same frame interms of *As / A#*
percentage penetration as the US today.

shoulder heading

Product and Services suitable to eletronic commerce.

Certain types of products and services lend themselves
to electronic commerce such as:- *Computer hardware

Bullet points

and software. The computer company Dell allows u.c.
customers to order and pay on-line. Also approx 50%
of all trade. Its on-line turnover is said to be
worth $6 million a day. *Trading in stocks and shares.
Three
3 years ago there was no stock trading going on
u.c. over the internet in the US. Now approx. 50% of all
trading is carried out over the net. *Banking is another
obvious example. It is estimated th the cost of
telephone-banking is half th of branch banking. Internet
banking is half the cost of telephone banking.

shoulder heading

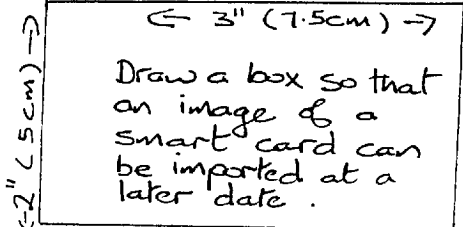## Payment for goods and services on the net Internet

The simplest way to pay is to use a credit card.
There are various pieces of software wh wl secure yr
credit card details and others wh will allow you
to hv a "digital signature" wh is the virtual equivalent

to a real sig. A number of Irish companies are among the best in the world in this sector of the market [On] President Clinton's most recent visit to Ireland he and MR Ahern Taoiseach put their names to a communique on the development of electronic commerce. It was the first time an international agreement was signed using an electronic device th recognised a person's sig. This move has huge symbolic significance.

Communique

trs

Shoulder heading ## Smart Cards

⇐ 3" (7.5cm) ⇒

⇐2" (5cm)⇒

Draw a box so that an image of a smart card can be imported at a later date.

Import the file named [Smart] here and justify the right margin.

Smart Card technology is one of the potential means of fast tracking the uptake of electronic commerce. Once there is mass availability of smart technology at the consumer end the consumer wl be in possession of a high security payment token wh wl enable secure and efficient Internet payment. There are a number of factors th wl spur on the adoption of smard cards:-

use Roman numerals

① Microprocessors hv become much more powerful, so larger chips can be built with much more memory.
② Technology prices hv bn plummeting as volume increases.
③ EU funded projects such as the distribution of health cards in Co. Wicklow is making the whole concept materialise into something realistic.

Conclusion

[A]

WORD PROCESSING – ADVANCED

PRACTICAL ASSIGNMENT 2

1. Set out the Advertisement overleaf on a single A4 Portrait page.

2. Amend as indicated.

3. Display attractively in boxes as outlined.

4. Insert your **Examination Number** as a header.

5. Save the document under the file name **ADVERT**

6. Print one copy.

Assignment 2

caps **THE Internet Event for Irish Businesses of the Future**

Key Issues to be examined in depth
- What type of businesses have the most to gain from the Internet?
- Which Products and services sell u.c. particularly well on the Net? u.c.
- How much do you need to spend to make an impact on the Internet
- u.c. Is the internet an effective tool for customer care?
- How soon w/ electronic money become a Reality? l.c.
- What are the essential security precautions for online trading?

Use the 24 hour clock ← Transpose

Conference Details

Dates:	10 and 11 June 99
Times:	Thurs. 1pm - 5-3pm
	Fri 10am - 3pm
Venue:	RDS Main Hall
FEE:	£150

Who should attend?
Business Executives in the following areas.
- Marketing
- Publishing
- Banking
- Retailing
- Manufacturing

4 WAYS TO BOOK NOW

FREE FAX: 1800 400 200	E-Mail: Confdesk@rds.com
FREEPHONE: 1 800 400 220	Mail: The Conference Desk RDS Dublin 1

caps **BOOK NOW AND GET THE INSIDE TRACK ON INTERNET Commerce**

WORD PROCESSING – ADVANCED

PRACTICAL ASSIGNMENT 3

1. Create the following standard letter with a tear off slip.

2 Create a data file.

3. Use the mail merge facility on your system to produce **three** personalised letters.

4. Letters to be signed by Ms Ann Daly, Reservations Manager.

5. Use today's date on all letters and generate an appropriate reference.

6. Insert your **Examination Number** as a header on all pages.

7. Save file/s to disk

      Save the Standard letter with variables as **LETTER**
      Save the Data file as **DETAILS**
      Save the Personalised letters as **GUESTS**

8. Print the following:

      Standard letter with variables
      Data file for **all** clients
      3 Personalised letters

· Assignment 3

REF

_____ _____
_____
_____
_____

Dear ↗ _____ _____ (use title and surname for salutation)

Last Jan. yr secretary _____ provisionally booked accommodation for yr stay during the forthcoming conference. Now th the conference is only 2 weeks away & wold like to confirm th y will be staying with us for _____ nights, from _____ and to clarify some other details. (attached)

Please return the confirmation slip by fax or post. I look forward to hearing fr y soon

Yours sinc.

- -

CAPS BOLD + CENTRE ⟍ ↗CONFIRMATION SLIP
↗ (use data variables)

Guest's name
Company name

No of. Nights   ☐ Yes ☐ No
Dates   ☐ Yes ☐ No
Dinner Required each evening ☐ Yes ☐ No
Taxi service to and from
        conference centre   ☐ Yes ☐ No

Assignment 3

DATA FILE FOR MAIL MERGE

Guest 1   Mr John Forde
           Marketing Manager
           ABC Ltd
           Main St
           Birr
           Co Offaly

Secretary's Name   Mary Browne
No of nights   2 nights
Dates   Thurs. 10 June - Sat 12 June 1999

Guest 2   Ms Paula O'Hagan, Sales Manager, Plant Hire Limited,
           Shannon Industrial Estate, Co Clare.

Secretary's Name   Helen Doyle
No of nights   2 nights
Dates   9 - 11 June 99

Guest 3   Mr Kevin Mc Carthy
           Financial Manager
           Computer Options Ltd
           Fermoy
           Co Cork

Secretary's Name   Orla Meehan
No of nights   3 nights
Dates   Wed 9th to Sat. 12th June '99

WORD PROCESSING – ADVANCED

PRACTICAL ASSIGNMENT 4

1. Create the following table/tabular statement.

2. Amend as indicated.

3. Display attractively on a single page and rule as indicated.

4. Insert your **Examination Number** as a header.

5. Save the document under the file name **INTERNET**

6. Print 1 copy on **A4 Landscape paper.**

Assignment 4

FACILITIES OFFERED BY IRISH INTERNET SERVICES PROVIDERS

ISP [Internet Service Providers]	IOL	INDIGO	TINET	CLUB INTERNET	CONNECT IRELAND
Home Page	www.iol.ie	www.indigo.ie	www.tinet.ie	www.clubi.ie	www.connect.ie
Set up Fees (inc software)	£30.25*	£15.13	£12.50	None	None
Monthly/Annual Fee	£15.13*	£10.08*	£145.20** / £14.52*	£49.00**	£85.00**
Local dial-up access	98% of Population	100% of pop.	100% of pop.	Dublin only	Dublin only
Max access speed	33Kbps or ISDN	56kbps or ISDN	56 Kbps or ISDN	56 Kbps or ISDN	56 Kbps or ISDN
Web Space	10 MB	5 MB	10 MB	Unlimited	5 MB
Account set up time	95% of a/cs set up within 2 hours	Same day if ordered before 1pm	Usually within 30 minutes	Immediately by e-mail or 48 hours by post	15 mins. guaranteed – normally 5 mins.
Additional Services	• Mail Manager • Internet Telephony	• Internet Telephony	• 3 e-mail addresses	• Internet telephony	• Free in-house set up

* Monthly Fee
** Annual Fee