

# National Council for Vocational Awards



## Word Processing Level 2

### Speed and Accuracy Test (Optional)

**TUESDAY 14 MAY 1996**

**DURATION: 10 MINUTES.**

#### INSTRUCTIONS TO CANDIDATES

1. Please type 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. 99% accuracy will be required for certification of speed attained.
4. Use double line spacing and leave adequate margins.
5. Enter your **Examination Number** at the top of **each sheet**.
6. Your printed copy should be included in the envelope provided for your completed **Word Processing Level 2 Examination**. The Superintendent will return your envelope to you at the conclusion of the Speed and Accuracy Test.

## SPEED AND ACCURACY TEST

When it comes to complaining, we Irish usually take a back seat to our European counterparts. So often we prefer to moan about the inconvenience caused rather than demand our rights. Any consumer who buys or rents a product or service has the right or redress if things go wrong. If, for example, your new television blows up, or your Hoover fails to work, you should go to the shop where you bought it and demand action. When you purchase goods you have a contract with the seller, just as the vendor has a contract with the manufacturer. This is not necessarily a written contract.

Under this contract you are entitled to expect certain comebacks. Particular laws exist to protect the consumer. Goods should be of merchantable quality. This means they must not be broken or damaged and must work properly. For instance, a compact disc must not be scratched prior to purchase. Goods must always be fit for the purpose for which they were bought; a toaster must toast bread, and a kettle must boil water. Goods must fit the description attached to them. If you purchase a skirt which is labelled size 10 then it should fit a person of this size. If something goes wrong it is important to remember that it is the responsibility of the seller to put it right. Therefore you must return it to the place of purchase. It is the vendor you will have to complain to and it is important to formulate a plan of action prior to visiting the shop. You should always make your complaint as soon as possible and ensure that you have all the facts about the case accurate. It will be necessary to have proof of purchase and that is why you should always keep receipts in a safe place. If you fail to get satisfaction don't be afraid to ask for help. There are a number of organisations available to advise you. They will examine the situation and establish the best course of action by either liaising with the seller on behalf of the consumer or by suggesting legal action be taken against the vendor.

The rules that apply to the goods you buy also apply to services. These rules deal with the standard of service you get and set out what you should expect from any service you pay for. The supplier should have the skill required to provide the service, use goods of a sound and merchantable quality and provide the service with sufficient care and skill. Your right to recourse is therefore the same as if it were a good. Ultimately if a service is unsatisfactory in any of these ways the consumer may be entitled to some remedy or compensation.