





# **Certificate in Text Production Level 2**

## **Series 2 2003**

### **How to use this booklet**

Model Answers have been developed by LCCIEB to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. The contents of this booklet are divided into 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper
- (3) Helpful Hints – where appropriate, additional guidance relating to individual questions or to examination technique

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

The London Chamber of Commerce and Industry Examinations Board provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

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# Certificate in Text Production Level 2

## Series 2 2003

### Scenario

You work for Roger Hargreaves, Manager of Athena House Group, an Investment Services company.

Mr Hargreaves likes his letters to be completed:

Roger Hargreaves  
Manager

### Requirements

Mr Hargreaves has passed to you 2 in-tray documents which relate to at least 2 of the 4 documents to be produced. Follow his instructions and present the documents in a businesslike and consistent format, ready for signature where appropriate.

Mr Hargreaves has given you a note of the documents to be produced as shown below:

		<b>Approximate number of words</b>
Document 1	Letter to Mrs Janice Butterfield	253
Document 2	Memorandum to Helen Rhodes, Publications Officer	161
Document 3	Leaflet	214
Document 4	Notes	167

You will also need the following information to complete the documents:

John Pearson is the Seminar Manager

### **IMPORTANT INFORMATION FOR CANDIDATES**

**THE IN-TRAY DOCUMENT(S) MAY BE DETACHED FOR EASE OF REFERENCE.**

IN-TRAY DOCUMENT 1

**16 South View Road  
Horsforth  
Leeds  
LS18 7FG**

*1 April 2003*

*Mr Roger Hargreaves  
Manager  
Athena House Group  
Athena House  
West Street  
London  
SW1Y 2AR*

*Dear Mr Hargreaves*

*Your company has been recommended to me by a colleague.*

*I would like to know if you are planning to hold any seminars in the Leeds/Bradford area in the next few weeks. I am particularly interested in investments and would like to learn more about long-term investing.*

*I hope to hear from you soon.*

*Yours sincerely*

*Janice Butterfield*

*Janice Butterfield (Mrs)*

## IN-TRAY DOCUMENT 2

### MEMORANDUM

From David Hanson, Accountant

To Roger Hargreaves, Manager

Ref DH/MA

Date 3 April 2003

I understand that you are preparing a new leaflet giving notes of guidance for the Athena Savings Fund. As promised the bonus details are given below.

Bonus interest, which is added daily.

(A)

Bonus units, which are added at the end of each month

Terminal bonus, which may be added when money is withdrawn.

On this new leaflet, points 1 and 2 from the current leaflet are still applicable but point 3 should read

Any terminal bonus included is not guaranteed and may be different when any benefits are paid.

(B)

DH

Letter to Janice Butterfield

Copy to John Pearson

INVESTMENT PLANNING

Dear Mrs B \_\_\_\_\_

Thank you for yr letter dated -----

As one of the foremost providers of investment seminars in the UK, more than 12,000 people from all walks of life attended one <sup>of our</sup> seminars last yr.

With our head office in London, we are one of the leading national firms of <sup>independent</sup> financial advisers in the UK, with many qualified investment ~~specialists~~ specialists in most major cities.

According to financial media analysts we are one of the top 5 cos to which the national media turn when they want an expert, unbiased opinion on ~~details~~ matters of personal finance.

stat

I'm pleased to ~~let~~ inform you that we're holding a seminar on investment planning at Darley Hotel, Leeds on Mon -----

This seminar offers a clear and comprehensive approach to investing.

Our experts will explain the principles of

first 11 of next month

See next page

point out the pitfalls,  
 good investment, and show you how to make  
 the investment choice that is right for you.

NP [We believe you have everything to gain  
 and nothing to lose by attending an  
 A-H-G seminar. This particular  
 seminar is free of charge, so please  
 bring along yr husband, partner, ~~and~~  
 a friend or colleague. As places are  
 limited, please let us know how many  
 places you need by returning the enclosed  
 form in the freepost envelope provided.

Yrs s \_\_\_\_\_

# Athena House Group

① — Athena House West Street London SW1Y 2AR

Tel: +44 (0) 20 8302 0261 Fax: +44 (0) 20 8302 4169 email: athena@intl.co.uk

RH/

② — 7 April 2003

③ — { Mrs Janice Butterfield  
16 South View Road  
Horsforth  
Leeds  
LS18 7FG

Dear Mrs Butterfield

## INVESTMENT PLANNING

④ — Thank you for your letter dated ⑤ 1 April.

④ — With our head office in London, we are one of the leading national firms of independent financial advisers in the UK, with many qualified investment specialists in most major cities. According to financial media analysts we are one of the top 5 companies to which the national media turn when they want an expert, unbiased opinion on matters of personal finance.

④ — As one of the foremost providers of investment seminars in the UK, more than 12,000 people from all walks of life attended one of our seminars last year.

⑥ — I am pleased to inform you that we are holding a seminar on investment planning at  
⑤ — Darley Hotel, Leeds on Monday 5 May. This seminar offers a clear and comprehensive approach to investing. Our experts will explain the principles of good investment, point out the pitfalls, and show you how to make the investment choice that is right for you.

④ — We believe you have everything to gain and nothing to lose by attending an Athena House Group seminar. This particular seminar is free of charge, so please bring along your husband, partner, a colleague or friend. As places are limited, please let us know how many places you need by returning the enclosed form in the freepost envelope provided.

④ — Yours sincerely

Roger Hargreaves  
Manager

Encs

Copy: John Pearson, Seminar Manager

## **Model Answer to Document 1 continued**

### **Notes to Candidates**

- 1** Headed paper required for letters
- 2** Date must be inserted
- 3** Address to be found on in-tray document
- 4** Abbreviations must be expanded
- 5** Date to be inserted
- 6** Contractions must be expanded

## Memo to Helen Rhodes

### caps → Publications Update

Thank you for agreeing to update our  
 uc booklet on Supreme service, which is  
 rather old. <sup>now</sup> In addition to some expert  
 editing, I <sup>h</sup> feel the layout of the booklet  
 needs ~~updating~~ modernising and with this  
 in mind, I enclose a copy of another  
 brochure which is <sup>very</sup> attractive. It's important  
 NP to project a first-class image. [As we discussed,  
 I feel there shd be a new section in this  
 booklet entitled "A commitment to Service". lc  
 I've enclosed a draft. You may wish to add  
 some ideas of yr own, but do let me see  
~~this~~ the draft before finalising it.

I am also considering publishing a booklet  
 giving advice to clients, including sections on  
 professional advice, monitoring and quality.  
 Perhaps you can let me have yr thoughts  
 on this.

Can we meet to discuss <sup>both of</sup> these issues  
 on Fri 11 April at 2.30pm?

**Model Answer to Document 2**

MEMORANDUM

①  
To Helen Rhodes, Publications Officer  
From Roger Hargreaves, Manager  
Dated 7 April 2003  
Ref RH/

PUBLICATIONS UPDATE

Thank you for agreeing to update our booklet on Supreme Service, which is rather old now. In addition to some expert editing, I feel the layout of the booklet needs modernising and with this in mind, I enclose a copy of another brochure which is very attractive. It is important to project a first-class image. ②

③ As we discussed, I feel there should be a new section in this booklet entitled "A commitment to service". I have enclosed a draft. You may wish to add some ideas of your own, but do let me see the draft before finalising it. ④

I am also considering publishing a booklet giving advice to clients, including sections on professional advice, quality and monitoring. Perhaps you can let me have your thoughts on this.

⑤ Can we meet to discuss both of these issues on Friday 11 April at 2.30 pm? ④

Encs

**Notes to Candidates**

- 1 Designations essential
- 2 Contractions must be expanded
- 3 New paragraph instruction
- 4 Abbreviations must be expanded
- 5 Transposition often misunderstood

Prepare this leaflet

Use single spacing except where indicated

caps

A Commitment to Service

We believe that the quality and integrity of our service is as important as the assurance of our investment expertise.

When you take our advice,

Supreme

DOUBLE LINE SPACING. LEAVE RIGHT-HAND SIDE BLANK FOR ILLUSTRATION

The service we offer our clients extends far beyond the primary process of advising you on investment. We take responsibility for ensuring not only that it is the best advice for you at that time, but that it continues to be the best advice for you through out what we hope will be a long and successful relationship.

The performance of your portfolio is monitored continuously so that we can advise you immediately of any change in your circumstances. You are provided with a full valuation of your portfolio every 6 months, and your Athena adviser will meet with you every 12 months to carry out a comprehensive review.

If you wish to speak to your adviser, or you have any queries or concerns that you would like us to address, you can telephone us on a dedicated Supreme Service freephone number – 0800 929929.

A member of our supreme client services team will make it their personal responsibility to ensure that you receive the information or the response you need with just one call.

if there should be any revisions as a result

**Model Answer to Document 3**

① \_\_\_\_\_

**A COMMITMENT TO SERVICE**

We believe that the quality and integrity of our service is as important as the assurance of our investment expertise.

The service we offer our Supreme clients extends far beyond the primary process of advising you on investment. When you take our advice, we take responsibility for ensuring not only that it is the best advice for you at that

\_\_\_\_\_ ②

③ \_\_\_\_\_  
time, but that it continues to be the best advice for you throughout what we hope will be a long and successful relationship.

④ \_\_\_\_\_ The performance of your portfolio is monitored continuously so that we can advise you immediately if there should be any revisions as a result of any change in your circumstances. You are provided with a full valuation of your portfolio every 6 months, and your Athena adviser will meet with you every 12 months to carry out a comprehensive review.

If you wish to speak to your adviser, or you have any queries or concerns that you would like us to address, you can telephone us on a dedicated Supreme Service freephone number – 0800 929929. A member of our Supreme Client Services team will make it their personal responsibility to ensure that you receive the information or the response you need with just one call.

⑤ \_\_\_\_\_ [RH/  
7 April 2003

**Notes to Candidates**

- 1 Plain paper required
- 2 Space needs to be left for illustration
- 3 Word to be closed up
- 4 Abbreviation to be expanded
- 5 Reference and date must be included

Prepare these Notes

NOTES FOR GUIDANCE

Bonus details

There are 3 types of bonus declared for the Athena Savings Fund.

Insert (A) from DTI's memo

The bonus rates and the <sup>Fund</sup> values for bonus units can change at any time. The rate of terminal bonus can be changed retrospectively.

Benefit values

12 For each policy in the Fund the amount payable on death is the total amount saved under the policy less the total amount of any money withdrawn from the policy.

21 The withdrawal benefit includes any terminal bonus and allows for any charges but it does not allow for any Market Value Reduction. If money is withdrawn, a Market Value Reduction may apply. UC

3 ~~Any bonus included may be different when benefits are paid.~~ (B) DTI's memo

as described in the Guide to Athena Savings Fund

## Model Answer to Document 4

① \_\_\_\_\_

### NOTES FOR GUIDANCE

#### Bonus details

There are 3 types of bonus declared for the Athena Savings Fund.

- ② [ Bonus interest, which is added daily.  
Bonus units, which are added at the end of each month.  
Terminal bonus, which may be added when money is withdrawn.

The bonus rates and the Fund values for bonus units can change at any time. The rate of terminal bonus can be changed retrospectively.

#### Benefit values

- ③ 1 The withdrawal benefit includes any terminal bonus and allows for any Charges but it does not allow for any Market Value Reduction. If money is withdrawn, a Market Value Reduction may apply as described in the Guide to Athena Savings Fund.
- 2 For each policy in the Fund the amount payable on death is the total amount saved under the policy less the total amount of any money withdrawn from the policy.
- ② 3 Any terminal bonus included is not guaranteed and may be different when any benefits are paid.

④ [ RH/  
7 April 2003

### Notes to Candidates

- 1 Plain paper required
- 2 Information to be found on in-tray document
- 3 Order of paragraphs needed to be changed
- 4 Reference and date must be included



**EXAMINATIONS  
BOARD**

London Chamber of Commerce and Industry Examinations Board

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