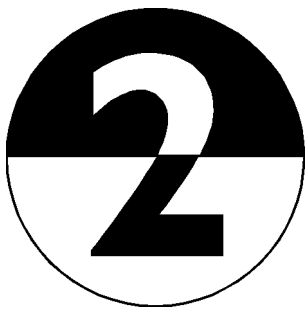


Certificate in

Text Production



Level 2

Series 2 2004

(Code 2074)

Model Answers

(UK Accreditation No: 100/1605/3)

ASP M 1623

>f0t@WV2[2' 6Z1]; U#

Certificate in Text Production Level 2

Series 2 2004

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.

© Education Development International plc 2004

All rights reserved; no part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission of the Publisher. The book may not be lent, resold, hired out or otherwise disposed of by way of trade in any form of binding or cover, other than that in which it is published, without the prior consent of the Publisher.

Certificate in Text Production Level 2 Series 2 2004

Scenario

You work for John Lockwood, Customer Services Manager of Athena Aquatic Centre, an aquatic superstore and mail order company with branches nationwide.

Mr Lockwood likes his letters to be completed:

John Lockwood
Customer Services Manager

Requirements

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

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

		Approximate number of words
Document 1	Letter to Mrs Anne Feathers	178
Document 2	Memorandum to Felicity Brown, Publicity Officer	176
Document 3	Information sheet	208
Document 4	Leaflet	219

You will need the following information to complete the documents:

Adrian Glover, Manager, Batley

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT 1

16 Oak Tree Avenue
Wakefield
WF8 4RB

16 April 2004

Athena Aquatic Centre
Athena House
West Street
London
SW1Y 2AR

Dear Sirs

I am considering an aquarium for tropical fish. I would like general advice on choosing the right tank, water levels and on how many fish I could keep.

I would also like to know the whereabouts of your nearest store to me.

Yours faithfully

A handwritten signature in black ink that reads "Anne Feathers". The signature is written in a cursive style and is underlined with a single horizontal line.

Anne Feathers (Mrs)

IN-TRAY DOCUMENT 2

MOST POPULAR FISH LIST MARCH 2004



WILD SWORDTAIL

The colouring is so subtle and beautiful that this species does warrant a place in your aquarium.

(A)

CARDINAL TETRA

A very desirable fish for the community aquarium. The electric blue and red colours are very striking.

GIANT SAILFIN MOLLY

The peaceful nature and superb sailfin make this an ideal fish.

HONEY GOURAMI

The males develop a magnificent colouration. These fish have a very peaceful nature.

(C)

ANGELFISH

Its lateral compressed shape, disproportionate fins and majestic movements contribute to the popularity of this species. It is one of the best-loved fish worldwide.

PEARL GOURAMI

This is also called the mozaic or lace gourami. The markings and colouring are beautiful.

(B)

CLOWN LOACH

Lively and cheerful, its behaviour and colouration are striking.

STERBAI

These appealing little fish are quite resilient.

CONGO TETRA

This big-eyed tetra has scales that come aglow in subdued lighting.

BLEEDING HEART TETRA

This little fish can be recognised by the red spot that it sports on its chest.

Prepare this letter to
Mrs Anne Feathers

Copy to Adrian G. —

Dear Mrs F. —

SETTING UP AN AQUARIUM

Thank you for yr letter of —. You do not specify the size of tank you are considering. I cannot, therefore, let you know the amount of water held. ↩

As a general rule the larger the tank ~~and~~ you ~~set~~ choose, the more ^{steady} ~~stable~~ the water chemistry NP will be once the aquarium is functioning. [For fresh water aquaria maximum stocking levels ~~can~~ ^{no of} be calculated by allowing a certain / fish body lengths for a given surface area of water. ↩

2x Maximum stocking level with a surface area of 1800 sq cm containing approx 55 litres of water will be 160 cm of fishes.

1x 1 cm of fishes per 30 to 36 sq cm of water surface is acceptable.

The following points shd be taken into consideration.

See next page

3 Build up the no of fishes to the maximum over a period of 2 to 3 mths.

The nearest store to you is Athena Aquatic Centre, Birstall Rd, Batley.

Yours s _____

Model Answer to Document 1

Athena House Group

Athena House West Street London SW1Y 2AR

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

① — JL/

② — 23 April 2004

③ — Mrs Anne Feathers
16 Oak Tree Avenue
Wakefield
WF8 4RB

Dear Mrs Feathers

④ — SETTING UP AN AQUARIUM

⑤ — Thank you for your letter of 16 April. You do not specify the size of tank you are considering. I cannot, therefore, let you know the amount of water held. [As a general rule the larger the tank you choose, the more stable the water chemistry will be once the aquarium is functioning.] ⑥

⑦ — For freshwater aquaria maximum stocking levels can be calculated by allowing a certain number of fish body lengths for a given surface area of water. The following points should be taken into consideration. ⑤

1 1 cm of fishes per 30 to 36 sq cm of water surface is acceptable. ⑤

2 Maximum stocking level with a surface area of 1800 sq cm containing approximately 55 litres of water will be 160 cm of fishes.

⑤ — 3 Build up the number of fishes to the maximum over a period of 2 to 3 months.

The nearest store to you is Athena Aquatic Centre, Birstall Road, Batley.

Yours sincerely ⑤

John Lockwood
Customer Services Manager

⑨ — Copy: Adrian Glover, Manager, Batley

Model Answer to Document 1 continued

Notes to Candidates

- 1 Use correct reference**
- 2 Insert date**
- 3 Take the address details from In-tray document 1**
- 4 Insert correct heading**
- 5 Expand all abbreviations**
- 6 Make sure paragraph runs on**
- 7 Close up wording**
- 8 Begin as a new paragraph**
- 9 Indicate a copy for Adrian Glover and show his title and store location**

Memorandum to
Felicity Brown, Publicity Officer

NP [I'm in the process of compiling the
"Most Popular Fish List" for the current mth.
As we ^{already} have this list in leaflet form, I am
considering whether to have this printed in
poster form ^{as well} for display. The poster would
include Colour photographs of the 10 fish
involved & a brief description of each fish.
Please will you let me know what size
of poster wd be suitable and also the
approx cost of, say, 50 posters.

in our branches

I've updated the info sheet relating to orders
and customer advice. A copy is enclosed.
Will you please arrange for this to be printed
and a supply sent to ^{all} our branches asap. ~~the~~
~~catalogues are being~~ The new mail order
catalogue is due to go out to existing
customers next mth and I shd also like this
info sheet to be included as well as ^{sent} to
new customers requesting a copy of our
catalogue.

Model Answer to Document 2

MEMORANDUM

To Felicity Brown, Publicity Officer ¹

From John Lockwood, Customer Services Manager

Ref JL/TW

Date 23 April 2004

² I have updated the information sheet relating to orders and customer advice. A copy is enclosed. Will you please arrange for this to be printed and a supply sent to all our branches as soon as possible!

³ The new mail order catalogue is due to go out to existing customers next month, and I should also like this information sheet to be included as well as sent to new customers requesting a copy of our catalogue. ⁴

² I am in the process of compiling the "Most Popular Fish List" for the current month. As we already have this list in leaflet form, I am considering whether to have this printed in poster form as well for display in our branches. The poster would include colour photographs of the 10 fish involved and a brief description of each fish. Please will you let me know what size of poster would be suitable and also the approximate cost of, say, 50 posters. ⁴

⁵ Enc ⁴

Notes to Candidates

- 1 Insert correct designation
- 2 Expand all contractions correctly
- 3 Move ballooned paragraph to position indicated
- 4 Expand all abbreviations correctly
- 5 Indicate an enclosure when appropriate

Prepare this information sheet.
Use single linespacing.

~~DRAFT~~
centre
→ ATHENA AQUATIC CENTRE
CAPS
How to order

Change the order of first 3 paragraphs as indicated but do not number.

③ SHOP ONLINE

Email your order to ^{add email address from letterhead} or Switch card/details. Please quote your full address. ^{Do not forget to let us know your} Emphasise this sentence For security reasons we do not accept email attachments.

③ BY POST

Simply complete an order form and post it to:

Athena Aquatic Centre
A — H —
W — S —
London
SW17 2AR
CENTRE

Our sales advisers are here to help with yr order or any enquiries.

A spare order form will be sent with yr order.

① BY TELEPHONE

Phone 0870 500 400 during opening hours 7 days a week including all Bank

uc holidays except Christmas Day, New Year's Day and Boxing Day. To help us ^{trs} process your order quickly and effectively please have all the information ready, ie, ^{or Switch} product code, size if applicable, credit card/number, along with the expiry date, valid from date, issue number and your full address including postcode.

NEED ADVICE?

insert bullets or asterisks

- have a fishkeeping problem?
- unsure of what you need?
- unsure of the suitability ^{of species} for community aquaria?
- need to speak to an experienced adviser?

Speak to an experienced Athena adviser for impartial uc advice. We are here to help 7 days a week between 0900 and 1800.

Model Answer to Document 3

① ————— ATHENA AQUATIC CENTRE

② — HOW TO ORDER

③ — BY TELEPHONE

⑤ — Phone 0870 500 400 during opening hours 7 days a week including all Bank Holidays except ④ Christmas Day, Boxing Day and New Year's Day. Our sales advisers are here to help with your order or any enquiries. To help us process your order quickly and effectively please have all the information ready, ie, product code, size if applicable, credit card or Switch number, along with the expiry date, valid from date, issue number and your full address including postcode.

③ — SHOP ONLINE

⑥ — Email your order to athena@intl.co.uk. Do not forget to let us know your card or Switch details. Please quote your full address. For security reasons we do not accept email attachments.

③ — BY POST

Simply complete an order form and post it to:

① — [Athena Aquatic Centre
Athena House
West Street
London
SW1Y 2AR

④ — A spare order form will be sent with your order.

NEED ADVICE?

- ⑧ — [* unsure of what you need? ⑨
* have a fishkeeping problem?
* unsure of the suitability of species for community aquaria?
* need to speak to an experienced adviser?

Speak to an experienced Athena Adviser for impartial advice. We are here to help 7 days a week between 0900 and 1800.

⑩ — [JL/
23 April 2004

Model Answer to Document 3 continued

Notes to Candidates

- 1 Centre heading**
- 2 Use capitals for this heading**
- 3 Change order of paragraphs**
- 4 Expand all abbreviations correctly**
- 5 Transpose these words correctly**
- 6 Add correct email address**
- 7 Emphasise this sentence**
- 8 Insert bullets or asterisks**
- 9 Transpose these two points**
- 10 Insert correct reference and date**

Prepare this leaflet

Most Popular Fish List
April 2004 } CENTRE
IN
CAPITALS

Use shoulder headings
in capitals with underline

BOESMAN RAINBOW

A popular fish because of the striking colouration of the males. Kept as a shoal they make a good focal point for the larger furnished aquarium.

BUMBLEBEE GOBY

This small fish with its black and yellow stripes is aptly named. Its behaviour and bold nature make it very appealing.

INSERT (A) FROM LAST MONTH'S LIST

LEOPARD PLECO

Surprising to find this in the top ten because they are either hated or loved. This catfish is appreciated for its large dorsal fin that has earned it its nickname, sailfin catfish.

INSERT (B)

Tiger Barb

Tiger barbs are colourful and crisply marked. They are action fishes – whatever they are doing they do it quickly.

SCISSOR TAIL

This species has gained its name because of the way it contracts its tail fin. It is very lively and sociable.

MOONLIGHT GOURAMI small

The effect of light on scales gives a shiny, silvery appearance.

DWARF GOURAMI ↓ tough character

The superb colouration makes this a most popular fish.

INSERT (C)

DO NOT INSERT DATE/REFERENCE

Model Answer to Document 4

① — MOST POPULAR FISH LIST
APRIL 2004

② — BOESEMEN RAINBOW

A popular fish because of the striking colouration of the males. Kept as a shoal they make a good focal point for the larger aquarium.

② — BUMBLEBEE GOBY

This small fish with its black and yellow stripes is aptly named. Its behaviour and bold nature make it very appealing.

② — CARDINAL TETRA

③ — A very desirable fish for the community aquarium. The electric blue and red colours are very striking.

② — LEOPARD PLECO

④ — Surprising to find this in the top ten because they are either loved or hated. This catfish is appreciated for its large dorsal fin that has earned it its nickname, sailfin catfish.

② — CLOWN LOACH

③ — Lively and cheerful, its behaviour and colouration are striking.

② — SCISSORTAIL ⑥

⑤ — This species has gained its name because of the way it contracts its tail fin. It is very lively and sociable.

② — TIGER BARB

⑤ — Tiger barbs are colourful and crisply marked. They are action fishes – whatever they are doing they do it quickly.

② — MOONLIGHT GOURAMI

The effect of light on small scales gives a shiny, silvery appearance.

② — DWARF GOURAMI

The superb colouration and tough character make this a popular fish.

② — ANGELFISH

③ — Its lateral compressed shape, disproportionate fins and majestic movements contribute to the popularity of this species. It is one of the best-loved fish worldwide.

Notes to Candidates

- 1 Centre and capitalise this heading
- 2 Shoulder headings should be in capitals and underlined
- 3 Insert from In-tray document 2
- 4 Transpose these two words
- 5 Transpose these two paragraphs
- 6 Close up wording



**EXAMINATIONS
BOARD**

London Chamber of Commerce and Industry Examinations Board

Athena House 112 Station Road

Sidcup Kent DA15 7BJ United Kingdom

Facsimile: +44 (0) 20 8302 4169/+44 (0) 20 8309 5169

Website: www.lccieb.com

Customer Service Team Tel: +44 (0) 8707 202 909 email: custserv@lccieb.org.uk

© Education Development International plc 2004