

Certificate in

Text Production



Level 2

Series 4 2003

(Code 2074)

Model Answers

(UK Accreditation No: 100/1605/3)

ASP M 1577



Certificate in Text Production Level 2

Series 4 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 4 2003

Scenario

You work for Marie Longman, Assistant Manager of Athena House Group, the Head Office of a financial services company, with branches nationwide.

Miss Longman likes her letters completed:

Marie Longman (Miss)
Assistant Manager

Requirements

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

Miss Longman has given you a note of the documents to be produced, as shown below:

		Approximate number of words
Document 1	Memorandum to David Lister	162
Document 2	Form	206
Document 3	Letter to Mr Anthony Lomax	178
Document 4	Information Sheet	226

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

Bruce Smith, Financial Representative

IMPORTANT INFORMATION FOR CANDIDATES

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

IN-TRAY DOCUMENT 1

MEMORANDUM

To Marie Longman, Assistant Manager, Head Office

From David Lister, Branch Manager, Reading

Ref DL/ST

Date 17 November 2003

I find that clients seem to get confused when completing the existing form requesting a visit from one of our representatives. I have studied the form carefully and give below a section which I think should be added to the form because it would be helpful to clients.

(A)

Please place a tick against the item you would like to discuss:

- statements
- a personal financial review
- life protection
- pension arrangement
- savings and investments
- other

This section could be placed after the paragraph giving the respective telephone number.

IN-TRAY DOCUMENT 2

26 New Burton Lane
Chelmsford
Essex
CM8 4FX

17 November 2003

Miss Marie Longman
Assistant Manager
Athena House Group
West Street
London
SW1Y 2AR

Dear Miss Longman

MONTHLY INVESTMENT - ACCOUNT NUMBER 456285

I wish to increase my monthly investment from £200 to £300.
My account is at present debited on the third of the month
and if possible I would like the new investment to start in
December.

I look forward to hearing from you.

↓
3 Dec 2003

Yours sincerely

Anthony Lomax

Anthony Lomax

Memo to David Lister

NEW DOCUMENTATION

Thank ~~ya~~ you for yr memorandum dated ____ . I appreciate your comments and have included yr suggestion on our revised form. A copy of the ^{new} form is attached.

The new form will be sent to ^{prospective} clients asap. However I'm waiting for leaflets to ~~be~~ be printed about the new Athena gold account and ^{uc} which will be sent out with ~~this~~ the form. I shall be sending you a supply of these leaflets as soon as they are recd.

Athena Postal Account

During the coming months head office is reviewing all documentation. All ~~of~~ our branches both in the UK and overseas will soon receive instructions to review their own ^{brs} booklets and leaflets. If all goes to plan you ^{NP} will receive these ^{instructions} in Deco. [Please get in touch with me if you ~~need any assistance~~ have any queries.

Model Answer to Document 1

MEMORANDUM

To David Lister, Branch Manager, Reading

① From Marie Longman, Assistant Manager,

Ref ML/

Date 21 November 2003

NEW DOCUMENTATION

② Thank you for your memorandum dated 17 November. I appreciate your comments and have
③ included your suggestion on our revised form. A copy of the new form is attached.

The new form will be sent to prospective clients as soon as possible. However, I am waiting for leaflets
③ to be printed about the new Athena Gold Account and Athena Postal Account which will be sent out
④ with the form. I shall be sending you a supply of these leaflets as soon as they are received,
③

During the coming months Head Office is reviewing all documentation. All our branches both in the
UK and overseas will soon receive instructions to review their own leaflets and booklets. If all goes to
plan you will receive these instructions in December.

Please get in touch with me if you have any queries.

⑥ Encs

Notes to Candidates

- 1 Display designations as shown on the instruction sheet
- 2 Information to be found from In-tray document 1
- 3 Abbreviations must be expanded
- 4 Contractions must be expanded
- 5 Transpose as instructed
- 6 Indicate an enclosure as appropriate

Prepare this form in single spacing

CENTRE

ATHENA HOUSE GROUP

underline

Do you want to talk to an Athena Financial Representative?

You have already taken a step towards a financially secure future. However as circumstances can change, it is essential that you regularly review the amount you save. You can

talk to an Athena Financial representative for professional advice. [To arrange a visit please call freephone 0800 212 212 and quote the reference number ATH64 or

complete this form please fill in and return it to us.

Name (Mr/Mrs/Miss/Ms)*

Please telephone me. (Include daytime and evening telephone numbers.)

* Delete as appropriate

You can always e-mail us at ----- see letterhead

Insert @ from Memo

Our Customer Call Centre is available on Monday to Friday from 0830 until 1730.

The freephone number is 0800 212 212.

Address -----
----- Postcode -----

Model Answer to Document 2

① ————— ATHENA HOUSE GROUP

Do you want to talk to an Athena Financial Representative?

You have already taken a step towards a financially secure future. However as circumstances can change, it is essential that you regularly review the amount you save. You can talk to an Athena Financial Representative for professional advice.

② — [To arrange a visit please call freephone 0800 212 212 and quote the reference number ATH64 or complete this form and return it to us.

③ — Name (Mr/Mrs/Miss/Ms)*

Address

..... Postcode

Please telephone me. (Include daytime and evening telephone numbers.)

.....

* Delete as appropriate

You can always e-mail us at athena@intl.co.uk

④ — Please place a tick against the item you would like to discuss:

..... statements

..... a personal financial review

..... life protection

..... pension arrangement

..... savings and investments

..... other

Our Customer Call Centre is available on Monday to Friday from 0830 until 1730. The freephone number is 0800 212 212.

⑤ — [ML/
21 November 2003

Notes to Candidates

- 1 Centre as instructed
- 2 Begin new paragraph as instructed
- 3 Use double line spacing
- 4 Information to be found in In-tray document 1
- 5 Always indicate reference and date unless otherwise instructed

Letter to Mr Anthony Lomax - same heading as his letter.

Copy to Bruce Smith

Dear Mr L —

Thank you for yr letter dated _____. I confirm below the details of the increase to your monthly investment.

Previous direct debit amount	£ _____	← see letter
New direct debit amount	£ _____	
Revised amount due	_____	← Insert data

state Your monthly ~~investment subscription~~ will be allocated to the Athena Trust Fund.

If you require ^{further} info about yr investment, please contact yr financial ~~representative~~ representative, B — S —. Alternatively you can telephone our Customer Call Centre on freephone 0800 212 212 between 0830 and 1730 Mon to Fri.

Yrs sincerely

NP

I enclose with this letter a cancellation form and a notice giving details of yr right to ~~change~~ change yr mind about adding to your investment. Please study this info carefully. If you wish to cancel, you must complete and return your cancellation form within 14 days of the date of this letter.

Model Answer to Document 3

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

② ML/
21 November 2003

Mr Anthony Lomax
26 New Burton Lane
Chelmsford
Essex
CM8 4FX

Dear Mr Lomax

③ MONTHLY INVESTMENT – ACCOUNT NUMBER 456285

④ Thank you for your letter dated 17 November. I confirm below the details of the increase to your monthly investment.

Previous direct debit amount	£200	③
New direct debit amount	£300	
Revised amount due	3 December 2003	

⑤ Your monthly investment will be allocated to the Athena Trust Fund.

I enclose with this letter a cancellation form and a notice giving details of your right to change your mind about adding to your investment. Please study this information carefully. If you wish to cancel, you must complete and return your cancellation form within 14 days of the date of this letter. ④

④ If you require further information about your investment, please contact your Financial Representative, Bruce Smith. Alternatively you can telephone our Customer Call Centre on freephone 0800 212 212 between 0830 and 1730 Monday to Friday.

Yours sincerely ④

Marie Longman (Miss)
Assistant Manager

⑥ Encs

⑦ Copy: Bruce Smith, Financial Representative

Model Answer to Document 3 continued

Notes to Candidates

- 1 Use letterheaded paper**
- 2 Include reference and date**
- 3 Information to be found in In-tray document 2**
- 4 Expand abbreviations**
- 5 Follow stet instructions**
- 6 Indicate enclosure as appropriate**
- 7 Indicate a copy to go to Bruce Smith, Financial Representative**

Prepare this information sheet

Insert asterisks or bullets where marked *

IMPORTANT - YOU SHOULD READ THIS CAREFULLY

YOUR RIGHT TO CHANGE YOUR MIND

Please refer to ^{the} ~~your~~ investment confirmation instructions for your reference number.
with A - H - G -

You have ^{may} entered into a contract. You have a legal right to consider the matter again and ^{may} change your mind if you wish.

trs POINTS YOU SHOULD BOTH CONSIDER AND CHECK WITHIN 14 DAYS

- in full * If you received personal advice on your investment, are you clear whether that advice was given by an independent adviser working on your behalf or by someone representing AHG?
- * Have you received a Terms of Business Agreement telling you about your adviser?
- uc * Have ^{you} received a features document describing the ^{important} features of your investment?
- * Have you received all the information you want in order to understand your investment?
- * Do you understand how much you will pay now and in the future?
- * Are you satisfied that the investment is the correct one for you? ^{value of the}
- * Do you understand the risks which will affect the ^h investment?

If you ^{have} answered (no) ^{CAPS} to any of these questions you should consult your representative or our Customer Call Centre as soon as possible.

Please note that there can be no extension to the cancellation period.

The Customer Call Centre on freephone 0800 212 212 is available Mon to Fri between 0830 and 1730.

Model Answer to Document 4

IMPORTANT – YOU SHOULD READ THIS CAREFULLY

YOUR RIGHT TO CHANGE YOUR MIND

Please refer to the investment confirmation instructions for your reference number.

You have entered into a contract with Athena House Group. You have a legal right to consider the matter again and may change your mind if you wish.

1

POINTS YOU SHOULD BOTH CHECK AND CONSIDER WITHIN 14 DAYS

- * If you received personal advice on your investment, are you clear whether that advice was given by an independent adviser working on your behalf or by someone representing Athena House Group?
- * Have you received a Terms of Business Agreement telling you about your adviser?
- * Have you received a Features document describing the important features of your investment?
- * Have you received all the information you want in order to understand your investment?
- * Are you satisfied that the investment is the correct one for you?
- * Do you understand how much you will pay now and in the future?
- * Do you understand the risks which will affect the value of the investment?

2

If you have answered NO to any of these questions you should consult your representative or our Customer Call Centre as soon as possible. Please note that there can be no extension to the cancellation period.

3

The Customer Call Centre on freephone 0800 212 212 is available Monday to Friday between 0830 and 1730.

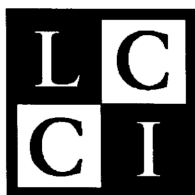
4

5

ML/
21 November 2003

Notes to Candidates

- 1 Follow instructions to transpose
- 2 Insert bullets/asterisks
- 3 Follow instruction to run on paragraph
- 4 Expand abbreviations
- 5 Always indicate reference and date unless otherwise instructed



**EXAMINATIONS
BOARD**

London Chamber of Commerce and Industry Examinations Board

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