

**CSEC® Electronic Document Preparation and Management Past
Papers**

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CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
PAPER 01 – General Proficiency

THEORY

1 hour

10 JUNE 2005 (a.m.)

INSTRUCTIONS TO CANDIDATES

- 1. Attempt ALL questions.**
- 2. Number each answer correctly in the answer booklet provided.**

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Answer ALL questions.

1. (a) A computer system is made up of both hardware and software.
- (i) Define the term 'hardware'. (2 marks)
- (ii) Name THREE pieces of hardware that form part of the computer system. (3 marks)
- (b) Suggest an input device that could be used to send photographs by e-mail. (1 mark)

Total 6 marks

2. There is a distinction between communication devices that may be used in a personal computer and communication media.
- (a) Identify ONE type of communication device used in a personal computer. (1 mark)
- (b) Name TWO types of electronic communication media. (2 marks)

Total 3 marks

3. (a) You have typed a document in Microsoft Word.
- Explain how the document may be saved using the **toolbar**. (2 marks)
- (b) A number of 'objects' are displayed on the desktop of a personal computer, for example, 'Internet Explorer' and 'Recycle Bin'.
- Give the correct name for the objects on the desktop. (1 mark)

Total 3 marks

4. You are required to compile the financial statements for your office.
- (a) Name the application software that you will use to gather the information. (1 mark)
- (b) You are to present the financial statements in slide form for use with a multimedia projector.
- (i) Identify ONE type of software that you may use to display the financial statements. (1 mark)
- (ii) Name TWO types of graphics that you will use in your presentation for EACH document. (2 marks)

Total 4 marks**GO ON TO THE NEXT PAGE**

5. Table 1 below refers to the selection of appropriate stationery and paper sizes for two documents.

- (a) Copy the table into your answer booklet and complete it by stating the appropriate stationery and paper size that should be used for EACH of the TWO documents.

TABLE 1

STATIONERY AND PAPER SIZE FOR EACH DOCUMENT

Document	Stationery	Paper Size
(i) A short internal communication		
(ii) A three-page letter to a supplier		

(2 marks)

- (b) Name the appropriate size and type of envelope for (a) (ii) above, if the letter is being sent from your territory to a supplier in New York, USA. (1 mark)

Total 3 marks

6. (a) Explain the term 'intellectual property'. (2 marks)

- (b) Identify ONE of the rights that is protected by intellectual property laws. (1 mark)

- (c) A required text for your class is unavailable in the bookstores but your friend has the book. You both agree that it would be a good idea to duplicate the relevant chapters and distribute them to the rest of the class.

Briefly discuss the law that is being breached. (4 marks)

Total 7 marks

7. Marcia has been asked to **use a computer** to prepare the following letterhead. She has been instructed to centre the letterhead in the **header**. The content should be bold and in italics.

Century City Motor
50 Pike Street
Georgetown
Guyana

Phone 592-333-4075 Fax 592 333-3480

Email centurymotor@yin.com

- (a) Briefly outline the steps to be taken to prepare the letterhead, after the appropriate programme has been opened on the computer. (4 marks)
- (b) On a clean page, copy the letterhead to show how it would appear on the paper. (3 marks)

Total 7 marks

8. Edit and rewrite the following passage, correcting all errors. Circle all corrections made.

"The internet is like a huge vandalized library. Someone has destroy the catalog and remove the front matter indexes etc from hundreds of thousands of books and torn and scattered what remains surfing is the process of shifting through this disorganised mess in the hope of coming across some usefull fragments of text and images that can be related to other fragments

*Adapted from: Cherry Sparks, "Teaching with the Internet".
Published by Teacher Created Materials – Teacher. net
(8 marks)*

9. Read the following passage carefully. Insert the punctuation marks which have been omitted, then copy the corrected passage to your answer booklet.

watch out you are going to fall off that bicycle then aunt mary will have a fit and ground you for life said mrs brown to her over zealous grandson Timothy

(7 marks)

10. State the short cut keys which have the same definitions as the following terms:

- (a) To cut (1 mark)
- (b) To copy (1 mark)

Total 2 marks

END OF TEST

01251010/F 2005

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 02 – General Proficiency

2 hours

10 MAY 2005 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing out later. The invigilator will give you instructions about arrangements for printing out your documents.
 2. Answer **ALL** questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. Report any defect in the machine to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/She will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be heavily penalized.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Answer all questions.

Question 1

Time: 25 minutes

Type the reservations request form below, on A4 paper, following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

All caps
and
underscore

Space caps and bold
Paradise Resort Hotel

The following reservations are requested:

Number of rooms _____

Number of beds _____

From _____ To _____
Day/Month/Year Day/Month/Year

Transportation will/will not be required from the
airport.

Time of arrival _____ a.m./p.m.

Number of adults _____

Number of children under 12 _____

On arrival I/we will require: ←

Name _____

Address _____

Signature _____

Date _____
Day/Month/Year

Breakfast	<input type="checkbox"/>
Lunch	<input type="checkbox"/>
Dinner	<input type="checkbox"/>

Please tick
in box, meal
required on
arrival

(15 marks)

GO ON TO THE NEXT PAGE

Question 2

Time: 35 minutes

Create Table 1 below, using a spreadsheet programme. Show ALL vertical lines, but show horizontal lines ONLY where indicated. Use double line spacing throughout the document.

TABLE 1

Spread Caps & bold → *BUDGET PROJECTION FOR JANUARY 2005* *Insert # at head of columns*

Budget Items	Details	Debtors	Creditors	Fixed Assets	Raw Materials	Depreciation	Bank
	balances brought forward	4000	3000	8250	4000	5000	7250
Sales	Projected Sales	8000					
	Estimated Income	8000 = 6000					
Materials Expenses	Projected Purchases				7000		
	Estimated Payments				-5000		
Selling and Distribution	Projected Payments						-2000
	Depreciation (Fix tures, etc.)					-1500	
Factory Expenses	Projected Payments						-5000
	Depreciation (Plant)					2500	
Labour Expenses	Projected Payments						-7500
		6000	3000	8250	6000	6000	-21750

(25 marks)

GO ON TO THE NEXT PAGE

Question 3

Time: 20 minutes

Type the following document in double line spacing, using margins of 1.5" (3.81 cm) left and 1" (2.54 cm) right.

INSTRUCTIONS FOR MANUSCRIPT

Type the following document in double line spacing using margins of 1.5" (3.81cm) and 1" (2.54cm)

(Webquests) Blocked Caps.

- = A Webquest is defined as "an inquiry-oriented activity in which some or all of the information that learners interact with comes from resources on the internet." It is a great model for teachers searching for ways to incorporate the internet into the classroom on both short-term and long-term bases. The end result will be a Webquest document that will engage students in pursuit of information and understanding for one or two class periods. The instructional goal of a short-term Webquest is knowledge acquisition and

Stat: NP

GO ON TO THE NEXT PAGE

Question 3 cont'd

and integration. The learner deals with a significant amount of new information and makes sense of it. In a short-term webquest, the teacher will locate ~~stand~~ and organize existing Web Sites on a specific topic and design an interesting topic around these sites.

NOTE:

Insert paragraph 3 before paragraph 2.

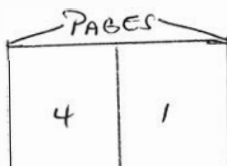
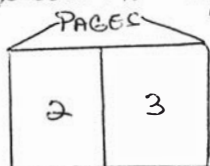
(25 marks)

GO ON TO THE NEXT PAGE

Question 4

Time: 25 minutes

On a full sheet of A4 paper,
folded once, display the programme
as shown. Page 1



(cover on page 1)

Insert appropriate Clip Art and use
Word Art. Border page with appropriate
graphic.

Officiating Minister
Raynold Howell

The Wedding Ceremony of
Master Glendon Johnson
and
Alicia Carolyn Howell
on
Sunday 14th August, 2005
at
The Botanical Gardens

Time
Thirteen Hundred Hours

Page 3

Insert an appropriate graphic
and centre

Page 4 - Use tabular form and
DOUBLE SPACE (Times New Roman FONT)
BETWEEN HEADINGS

Bridal Party centre
BRIDESMAIDS GROOMSMEN
MAID OF HONOUR BEST MAN
CHRISTINE HOWELL MARK CARR

cap and bold
all heading

JESSICA WATSON CALVIN BURNETT
TANDY PARKER JASON SMITH
LAUREL ANDERSON JAMES JUNIOR
CARMEN LONDON KENAN LONDON

FLOWER GIRLS RING BEARER
KWANA CARTER CHRIS HOWELL
KIANA CARTER

PAGE 2

PROGRAMME — ALL CENTRED

PROCESSIONAL — CENTRED

PRAYER

EXCHANGE OF VOWS

EXCHANGE
OF
RINGS

INTRODUCTION OF MR & MRS

END OF TEST

(35 marks)

01251020/F 2005

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
PAPER 01 – General Proficiency

THEORY

1 hour

09 JUNE 2006 (p.m.)

INSTRUCTIONS TO CANDIDATES

1. Answer ALL questions.
2. Number each answer correctly in the answer booklet provided.

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Answer ALL questions.

1. (a) What is an operating-system program? (1 mark)
(b) List THREE of the most common operating systems. (3 marks)
(c) Name TWO icons found on the Desktop of the Windows Operating System. (2 marks)

Total 6 marks

2. (a) State ONE purpose for which a scanner is used. (1 mark)
(b) State ONE way to care for a keyboard. (1 mark)

Total 2 marks

3. (a) Three of the keys used for moving around within a document are given below. Give the abbreviation for EACH of these keys.
(i) Control keys
(ii) Page up
(iii) Page down (3 marks)
(b) State ONE measure that can be used to protect the integrity of computer files. (1 mark)

Total 4 marks**GO ON TO THE NEXT PAGE**

4. Copy Table 1 below into your answer booklet and correct all errors and inconsistencies in style. Highlight your corrections by underlining them.

TABLE 1
BUSINESS EDUCATION

SUBJECT	PROFICIENCIES	Profiles
E.D.P.M.	General Only	1. Acuracy 2. Speed 3. Presentation
Office Proceedures	General Only	a. Knowledge b. Application
Principles of ACCOUNTS	General & Basic	1. Knowledge 2. Application 3. interpretation
Principles of Business	General and Basic	1. Organizational Principles 2. Production and Marketing 3. Finance and introduction to Economics
Typewriting	General and Basic	1. Accuracy 2. Speed 3. Persentation 4. Professional Attitude

(15 marks)

Total 15 marks

5. Copy Table 2 into your answer booklet. Complete the table by stating the correct paper size and appropriate paper orientation that should be used for each of the three documents in the table.

TABLE 2
PAPER SIZE AND ORIENTATION FOR EACH DOCUMENT

Document	Paper Size	Paper Orientation
(i) A three-page brochure		
(ii) A lease		
(iii) A short, four-line Memo		

(3 marks)

Total 3 marks

GO ON TO THE NEXT PAGE

6. (a) Name TWO electronic communication media. (2 marks)
- (b) State the function of a modem in a computer system. (1 mark)

Total 3 marks

7. List FIVE steps used when creating an electronic document folder.

Total 5 marks

8. (a) List the sequence of operations for inserting 'text boxes' on a form. (3 marks)
- (b) Name TWO types of forms that may be created on the computer according to specific instructions. (2 marks)

Total 5 marks

9. Elesa completed a research project, but she was penalized because the report contained words from another person's work without acknowledgement of the author.

- (a) Identify the term used for the act Elesa committed. (1 mark)
- (b) State TWO methods that Elesa could use to acknowledge the author. (2 marks)

Total 3 marks

10. Betty-Ann was given the following instructions by her boss:

"Please type this letter, but first confirm the date of the meeting with John Black by 10:00 a.m. I will be available for signature at 12:00 noon."

Betty-Ann willingly complied in all respects.

- (a) Identify TWO acceptable work standards Betty-Ann displayed. (2 marks)
- (b) Which TWO desirable habits and work attitudes did Betty-Ann demonstrate? (2 marks)

Total 4 marks**END OF TEST**

836065

01251010/F 2006

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 02 – General Proficiency

2 hours

09 MAY 2006 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The invigilator will give you instructions about arrangements for printing your documents.
 2. Answer **ALL** questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:
10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. Report any defect in the machine to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/She will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be penalized.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Answer all questions.

Question 1

Time: 30 minutes

Type the letter below on A4 paper, using fully blocked style, following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom. Appropriately place the address on the envelope provided.

Insert today's date

Ms Lurline Grey
16 Hope Road
Kingston 6, Jamaica

Dear Mrs. Grey

I am ^{very} pleased to invite you to
next (the) Records and Information
Management Seminar to be held
at the medallion hall, on
Tuesday, September 12, 2005. This
will be a very special
occasion because our guest
speaker, will be Ms Juliet
Spencer, the President of the
I. A. R. M. (in full) NP/Topics to be
covered on the programme
will be as follows:

International
Association
of Records
Managers

GO ON TO THE NEXT PAGE

Question 1 cont'd

X.2 Electronic Records Management.

Electronic records is an area that has not been given the attention it needs in many business studies programmes.

Focus will also be given to the latest records management software.

2.1 Origins of Records. This should be very interesting for young persons, as yourself, who are pursuing Business Studies.

3. Records Retention. This area has legal implications for the organization and should be taken seriously.

NP/It is noted that your membership expires in September. So, if possible, come prepared to renew your membership at the

Question 1 cont'd

same time. Take this opportunity also to invite a prospective member.

Sincerely

Suzette Neff, Secretary
Cape. Kingston Chapter

Note: Use hanging paragraphs for inset.

(26 marks)

Question 2

Time: 25 minutes

Type the Chairman's agenda below on A4 paper, following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

All Caps

Marigold Club

17 Sunset Drive

~~Kingston~~

Castries, St. Lucia

Centre headings

Caps

NOTICE IS HEREBY given that the
 monthly meeting of the Marigold Club will
 be held at the Medallion Hall, ~~Kingston~~ ^{Castries}
 on Tuesday, August 25, 2005 at 5:30 p.m.

Centre CHAIRMAN'S AGENDA Underscore

1. Call to Order

2. Opening Remarks

3. Prayer

4. Apologies for Absence

5. Minutes of Last Meeting

6. Matters Arising from Minutes

7. Fund-Raising Event

8. New Membership

9. Any other Business

10. New Business

11. Date of Next Meeting

ADDITIONAL
NOTES

1.

2.

3.

4.

5.

6.

7.

8.

9.

Please leave space on the right for
 chairman to make additional notes

(19 marks)

GO ON TO THE NEXT PAGE

Question 3

Time: 30 minutes

Type the invoice below on A4 paper, using appropriate spread-sheet software, and following all instructions. Use the following margins: 1.5" (3.81 cm) left and 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

Invoice - caps & cents

Invoice No. —

All caps & cents
Bramb Hardware
22 Long Road
St. Ann's Bay
Jamaica
Tel: (876) 794-1234

Sold To:

Mr. James Thomas
38 Primrose Lane
Barbican, Kingston 6

Date —

Use oblique heading

Quantity	Description	Unit Price \$	Total GCT
176	Vienna Rosa 8x12	24.99	4,398.24 659.74
40	Border No 201 2x8	29.99	1,199.60 179.94
24	Lorenzo Gris 13x13	37.99	911.76 136.76
3	Thin-Set Multi-Mix	299.00	897.00 134.55
1	Toilet Saver White	2,999.00	2,999.00 449.85
1	Basin HLX Pedestial	1,099.99	1,099.99 164.99
	Sub-Total		11,505.59 1,725.83

Pay this amount

13,231.42

(25 marks)

GO ON TO THE NEXT PAGE

Question 4

Time: 35 minutes

Type the programme below on A4 paper, following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

All caps & bold
Centre also
Swift Feet Dancing Club
 invites you to a Caribbean
 Evening on Saturday,
 November 11th ~~2005~~ 2006 at 7:30 p.m.
 Venue: Swift Feet Dancing Studio
 Holborn Road, Christ Church.
Use appropriate border around programme.
 PROGRAMME

Hip Hop: Darryl & Lean Locke
 Marilyn Jones &
 Orisha Smart

Reggae Jamming: The Ensemble

Dancehall: The Swinging Trio

Soca: The Jumping Jays

Use ~~Word~~ ^{clip} Art to insert an appropriate graphic here.

GO ON TO THE NEXT PAGE

Question 4 cont'd

INTERMISSION

Salsa: The Swingin' Trio
 Calypso: ~~Mini~~ Mini & The Spans
 Finale: The Ensemble

This is an occasion when students of the club will showcase their skills in the different types of dances they have mastered throughout the academic year. NP/ Their examination performance was excellent. They now wish to share with you this evening of fun & ^{entertainment} frolic. So bring your family and friends and have a ~~great~~ relaxing and enjoyable time.

Admission Free Caps

Note:

Insert "Refreshments on Sale" vertically on the right hand side of page using Word Art.

END OF TEST

(30 marks)

01251020/F 2006

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
PAPER 01 – General Proficiency
THEORY
1 hour
11 JUNE 2007 (p.m.)

INSTRUCTIONS TO CANDIDATES

- 1. This paper consists of TEN questions.**
- 2. Answer ALL questions.**
- 3. Number each answer correctly in the answer booklet provided.**

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Answer ALL questions.

1. Figure 1 below shows four input devices, A to D.

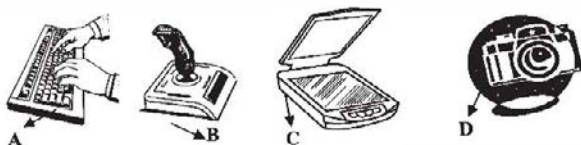


Figure 1. Input Devices

- (a) Identify the FOUR input devices labelled A to D in Figure 1. (4 marks)
- (b) In terms of evolving technology, which of the four devices is the **most** recent? (1 mark)
- (c) Name TWO input devices, other than those shown in Figure 1. (2 marks)

Total 7 marks

2. State TWO ways of caring for computer peripherals and the computer working environment.

Total 2 marks

3. (a) Name TWO ways of protecting the integrity of files. (2 marks)
- (b) Name THREE of the special keys used to move around within documents. (3 marks)

Total 5 marks

4. As the editor of a local magazine, you are **required** to typeset and layout the next publication, which is in colour and includes many photographs.

- (a) Name THREE pieces of electronic equipment that may be used for the task outlined above. (3 marks)
- (b) Identify TWO pieces of application software that are necessary for the collection and compilation of the magazine. (2 marks)
- (c) Give ONE reason for your choice of EACH application software in (b) above. (2 marks)

Total 7 marks

GO ON TO THE NEXT PAGE

5. (a) Copy Table 1 into your answer booklet. Complete the table, stating the correct paper size and appropriate paper orientation that should be used for EACH of the three documents.

TABLE 1

STATIONERY AND PAPER SIZE FOR EACH DOCUMENT

Document	Paper Size	Paper Orientation
(i) A three-fold newsletter		
(ii) A short notice		
(iii) An invoice		

(3 marks)

- (b) Write the meaning of the following manuscript signs.

(i)

(ii) ~

(iii) //_{NP}

(3 marks)

Total 6 marks

6. Many of the new computers are being manufactured without a floppy disk drive. Name TWO other storage devices, that may be used instead of a floppy disk.

Total 2 marks

7. Joan was asked to use a computer to prepare the following document. She was instructed to use oblique headings and to centre the document between vertical and horizontal margins.

DATE	FIRST NAME	LAST NAME	DATE OF BIRTH
05-16-02	Yvonne	Thomas	09-20-62
06-13-01	Joy	Metz	10-14-60
07-01-04	Debbie	Brown	02-02-61
01-01-01	June	Chase	05-06-72

- (a) Which application software can be used to format oblique headings? (1 mark)

- (b) On a clean page, copy the above document to show what Joan's document should look like. (4 marks)

Total 5 marks

GO ON TO THE NEXT PAGE

8. Edit and rewrite the following extract, correcting all errors. Circle all corrections made.

EXPRESSIVE ARTS

Visual Arts Syllabus a and b	General Only	A. drawing B. Imagilative Composition C. Graphic Design D. Printmaking E. 3-Dimensional Design F. Surface Decoration (Textiles) g. Ceramics H. Fibre Arts I. Leather Kraft J. Decorative Craft K. Theori	May/june only
---------------------------------	--------------	---	---------------

Total 10 marks

9. Carefully read the following statement. Insert the punctuation marks which have been omitted then copy the corrected statement to your answer booklet.

Hi how are you today

Total 3 marks

10. Define the following terms:

- (a) Format and edit
- (b) Proofread
- (c) Insert

Total 3 marks**END OF TEST**

837068

01251010/F 2007

CARIBBEAN EXAMINATIONS COUNCIL**SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****PAPER 02 – General Proficiency***2 hours***08 MAY 2007 (a.m.)****INSTRUCTIONS TO CANDIDATES**

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before answering each question.
4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:
10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be penalized.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Question 1

Answer all questions.

Time: 15 minutes

Type the following memo on A4 paper following all instructions. Use the following margins: 1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

Prepare the following memo on A4 paper. Insert current date. Use blocked style.

It has come to my attention that over the past six months some ~~members~~ staff in your dept ^{in full} ~~are~~ have been consistently late for work. This is certainly unacceptable, as it sets a poor example for the rest of the staff while at the same time lowers productivity levels. ^{HR} In an effort to eliminate this problem, I am establishing Attendance Registers in all depts. ^{in full} ~~all~~ ^{the} members of staff will be required to sign in on arrival for work and to sign out when they leave. Each department is asked to assign a senior member of staff to monitor and ~~manage~~ ^{maintain} the Attendance Register on a daily basis. ^{HR} As the head of yr. dept, please design an appropriate Attendance Register with suitable columns and headings. We will discuss yr. design when we get together on Wednesday, August 20, at 9:00 a.m. ^{for} an informal meeting on matter the. He will discuss this with the other heads of department.

Question 1 cont'd

at our next monthly ^{UC} meeting
^{UC} Heads of Department.

This memo is going to
Mrs Norma Johnson, Accounts
from Sally James, Personnel Officer
Subject Attendance Register.

Total 21 marks

Question 2 (a)

Time: 20 minutes

Type the following spreadsheet on A4 paper following all instructions. Use the following margins:
1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

Prepare spreadsheet and cut and paste to letter. Show ^{all} grid lines as indicated.

FLOWERS	REGULAR PRICE		DISCOUNT PRICE		SELECTION	
	Large	Small	Large	Small	Small Large	Large Small
	\$	\$	\$	\$		
Agave	300	200	250	150		
Azalea	350	275	300	225		
Baby's Breath	400	300	325	275		
Freesia	350	275	300	225		
Lady's Slipper	250	200	200	175		
Lavender	275	200	200	170		
Nasturtium	425	375	350	300		
Tulip	300	250	250	200		
Water Hyacinth	450	375	400	350		

GO ON TO THE NEXT PAGE

Question 2 (b)

Time: 30 minutes

Type the following two-page letter on A4 paper following all instructions. Use blocked style with the following margins: 1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

Use correct date and insert an appropriate logo in the letterhead.

Bloom's PLANT WORLD
Shop #5, Tropical Plaza, Kingston 10,
Jamaica.
Tel. (876) 927-3479, 978-9854
Fax. (876) 927-3001.

Dear Customer

Each year we showcase our selection of exotic plants and flowers at our annual flower show. This year is no exception. With over 500 different species to delight our customers, it promises to be one of the largest flower shows created by Bloom's Plant World.

It will be held on Saturday, April 14, 2007, from 9:00 a.m. to 6:00 p.m. at the National Arena.

We give our ^{regular} customers the opportunity to benefit from our special discounts on the most popular items. This year, discounts are offered on items shown in the Table below. Please make your

GO ON TO THE NEXT PAGE

Question 2 (b) cont'd

selections by placing ~~a~~ ^{the} checked ^{set} marks in the ~~last~~ ^{selection} columns to the right of the Table and return it to us by March 15, 2007.

INSERT SPREADSHEET HERE

^{1/12/07} We also enclose 12 flyers for ~~you~~ distribution to your friends and family. ~~Please to~~
^{UC} bring your family and make this a family affair.

Come out early and make it a day to remember.

Refreshments will be ^{on} ~~and~~ sale.

Sincerely

Georgina Bloom
Manager.

Total 27 marks

Question 3

Time: 30 minutes

Type the following table in double line spacing on A4 paper using margins of 1" (2.54 cm) left, 1" (2.54 cm) right. Print all gridlines and use an appropriate font size.

Centre columnar headings and type in all caps.
 Jamaica Railway Corporation Centre and
 Passenger Details June 12, 2007 CAPS.

Name	Address	Telephone	Destination
Sydney Williams	23 Plumbeys Path Kingston 6	977-0978	Anchovy
Stephen Boswell	16 Birch Way Kingston 6	977-4567	EWARTON Christiana
Shirley Holmes	89 Knate Road	946-0405	Christiana
Robert Edwards	33 Washington Road, Kingston 20	754-3498	Claremont
Marlene Smith	89 Branch Street Kingston 4	702-7665	Grange Hill
Kathy Brown	79 Colliers Road Kingston 5	702-4457	Bluefields
Joan Ashwell	25 Path Way Kingston 13	977-3467	Mill Gully
Sazon Crote	22 Spanish Way Kingston 20	978-3326	Richmond
Hopeton Elliston	24 Violet Avenue Kingston 6	946-0987	Moneague
Elesa Williams	103 Lyon Drive Kingston 13	978-6511	Spaldings
Chelsea Spinner	74 ⁶ Barnett Lane Kingston 12	702-3321	Williamsfield
Angella White	56 Cornie Road Kingston 10	754-0567	Santa Cruz

NOTE Arrange names in alphabetic order.

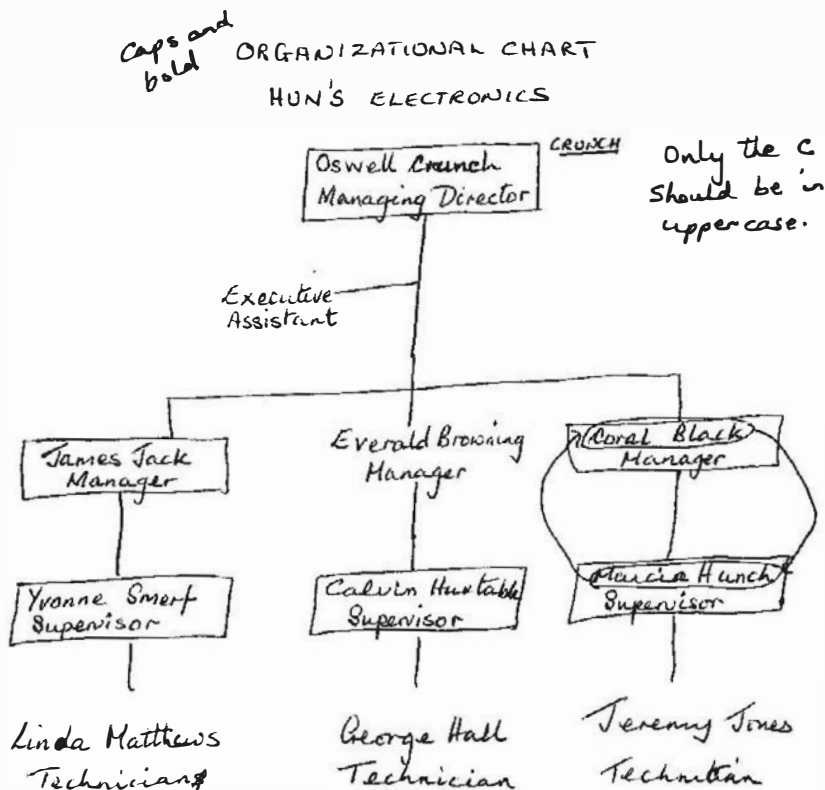
Total 26 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 25 minutes

Type the following organizational chart on A4 paper using landscape orientation and following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.



Total 26 marks

END OF TEST

01251020/F 2007

CARIBBEAN EXAMINATIONS COUNCIL**SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****PAPER 03/2 – General Proficiency***1½ hours***11 JUNE 2007 (p.m)****INSTRUCTIONS TO CANDIDATES**

1. This paper consists of TWO questions.
 2. Answer ALL questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 1½ hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:
10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.
 6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only, unless otherwise instructed.
 4. Key your candidate number in the upper right hand corner of each sheet of paper.
 5. Uncorrected errors will be heavily penalized.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Answer all questions.

Question 1

Time: 20 minutes

Type the following letter on A4 paper following all instructions given. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

Mayor and Town Council
Town Centre
New Amsterdam

(Insert Date)

Dear Taxpayer

The letterhead
should be done
in decorative
font size 18, with
an appropriate
Logo inserted in
the header.

The Town Council has been criticized over the past five years for mismanagement of your valuable tax dollars. As the new Mayor, I would like to create an atmosphere of accountability, and help to foster a better relationship between the ^{UC} Council and ^{members} ~~residents~~ of the ~~area~~ ^{constituency}.

As such, I have decided to furnish you with a complete financial

GO ON TO THE NEXT PAGE

Question 1 cont'd

UC
Statement for the year ~~ending~~ 2003.
Please find the records below:

Profit and Loss for the
year ~~ended~~ 2003

1 Line Bold and
Centred

2002		2003	
\$		\$	
600,000.00	Revenue from Taxes	650,000.00	
	Gross Profit		650,000.00
	Less (italics)		
45,000.00	Casual Labour	55,000.00	
3,000.00	Telephone	5,000.00	
1,500.00	Electricity	2,000.00	
8,000.00	Rent & Rates	8,500.00	
1,000.00	Bank Interest & Charges	1,000.00	
58,500.00		71,500.00	71,500.00
542,500.00	Net Profit		579,500.00

I hope that the statement above clears up all misunderstandings and moves us forward in a productive and peaceful way.

Yours Cooperatively

Claude Henry
Mayor

Total 40 marks

GO ON TO THE NEXT PAGE

Question 2 (a)

Time: 30 minutes

Type the following database using the information given below. Print on A4 paper in landscape orientation, with Times New Roman font, size 12.

Fields

- Auto #
 First Name - TEXT
 Last Name - TEXT
 Address 1 - TEXT
 Address 2 - TEXT
 Telephone - TEXT
 Salary - CURRENCY
 Tax - CURRENCY

Save as
 Worksheet #1
 and print.

Data

1. LANCE PRESCOT 10 MILE ROAD, LINDEN
 333-6720 S \$100,000.00 T \$33,000.00
2. DIANE LANE 24 SEAFIELD WCB
 444-~~7070~~ 7070 S \$86,000.00 T \$14,000.00
3. SANDRA DUKE 14 BANANA DR, CRAIG VILLAGE
 555-5011 S \$56,000.00 T \$8,000.00
4. MARSHALL FIELD 1020 NEW YORK AVE
 666-6366 S \$92,000.00 T \$28,000.00 NEW AMSTERDAM

Add 2 records of your own

Produce a form using the data and print all forms. (Use Mayors letter head from question 1)

GO ON TO THE NEXT PAGE

Question 2 (b)**Time: 20 minutes**

Copy and paste the information from the database in (a) into a spreadsheet, save the spreadsheet as worksheet Number 2. After you have copied the information, add a column for total and a row for total.

The formula is (salary – tax). The answer goes into the total column. Total the salary column and the tax column. Remember to save and print all work.

GO ON TO THE NEXT PAGE

Question 2 (c)

Time: 20 minutes

Using Microsoft word, create the following document in 1.5 spacing using 1.5" (3.81 cm) left, 1" (2.45 cm) right. Use the letterhead from Question 1.

Repeat Mayor and
Town Council & letter
head.

Insert Date

His Worship The Mayor

Dear Sir;

underlined & Bold { Re : Salary and Deductions
for Town Council Employees.

Please find below a list of the persons employed by the Town Council, their salaries and deductions. Based on these figures, we would like to request a review and possible pay raise.

Insert spreadsheet name, and salary and tax only

Thank you for your consideration

Yours ^{LC} Cooperatively

Marcus Gary

Chief Accountant.

Total 60 marks

END OF TEST

01251032/F 2007

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
PAPER 01 – General Proficiency
THEORY
1 hour
06 JUNE 2008 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of TEN questions.
2. Answer ALL questions.
3. Number each answer correctly in the answer booklet provided.

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Answer ALL questions.

1. Joan's supervisor asked her to prepare, from the draft given to her, the annual report for presentation at the next committee meeting. The report must include tabular and pictorial representation of the information.

- (a) Name THREE software applications that Joan could use to complete the report.
(3 marks)
- (b) Identify TWO types of equipment that could be used by Joan's supervisor to display the information.
(2 marks)

Total 5 marks

2. Select from the following list, FOUR keys that appear on a standard keyboard of an IBM compatible PC.

- (a) Pause
(b) Edit
(c) Home
(d) Send
(e) Shift
(f) Insert

Total 2 marks

3. Name the steps required to save a NEW document created using a word processing software programme.

Total 5 marks

4. (a) State THREE steps for moving a block of text from page 1 of a document to the end of page 3.
(3 marks)
- (b) Identify the steps you would take to delete the text you have just moved in 4 (a).
(2 marks)

Total 5 marks

GO ON TO THE NEXT PAGE

5. Table 1 below refers to the selection of appropriate stationery and paper sizes for two documents.

- (a) Copy Table 1 into your answer booklet and complete it by stating the appropriate stationery and paper size that should be used for EACH of the TWO documents.

TABLE 1

STATIONERY AND PAPER SIZE FOR EACH DOCUMENT

Document	Stationery	Paper Size
(i) A two-page letter		
(ii) An invoice		

(4 marks)

- (b) Name the correct size and type of envelope for (a) (i) above, if the letter is being sent from your territory to London, England.

(1 mark)

Total 5 marks

6. (a) State the difference between an 'operating software' and an 'application software'.

(2 marks)

- (b) List TWO types of secondary storage devices.

(2 marks)

Total 4 marks

7. Musicians in the Caribbean have been asking for tougher laws to protect their work.

- (a) Name the concept that guides these requests.

(1 mark)

- (b) Define the term **copyright**.

(1 mark)

Total 2 marks

8. Using the information below, create a letterhead for the given company.

The name of the company is Pike Advertising. The company's address is Suite #4, Market Street, Bridgetown, Barbados. The telephone number is 011-622-4059 and the facsimile number is 011-625-5554. You are to centre and bold all information, using all caps.

Total 10 marks

GO ON TO THE NEXT PAGE

9. Read the following passage carefully. Rewrite the passage in your booklet correcting all punctuation and spelling errors. Circle all corrections made.

Come on lets do it write take the books of the desk polishe the desk
dust the books and then rearrange the book in the corect order once
this is done every one will have quik and sasi acces to those books

Total 10 marks

10. State the short cut key which has the same function as EACH of the following terms:

- (a) To center (1 mark)
(b) To insert page break (1 mark)

Total 2 marks

END OF TEST



CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
PAPER 02 – General Proficiency

2 hours

06 MAY 2008 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The invigilator will give you instructions about arrangements for printing your documents.
 2. Answer **ALL** questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only, unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be penalised.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Answer all questions.

Question 1

Time: 30 minutes

Type the following on A4 paper following all instructions. Use the following margins: 1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom. The document should be two pages.

Create an appropriate letterhead

Mrs ~~Mrs~~ Lorna Poser Insert date
 Human Resource Dept (in file)
 Oil Refinery
 Marcus Garvey Drive, Kingston

Dear ^{Mrs} ~~Mrs~~ Poser

Please see below details of calls made from your telephone during the months of July 200⁷ to December 200⁷. UC

Insert Table Here

As usual we are requesting that you make payment using the deduction salary method or by indicating making cash payment to our Accounts UC department.

GO ON TO THE NEXT PAGE

Question 1 cont'd

Please note that ^{members of} staff will be issued new telephone codes with effect from January 2008. Out-of-town codes will be issued to senior personnel only.

Kindly make payments by January 14th 2008.

Sincerely

Sack Whyte
Financial Controller

Type letter in
modified block style
with indented paragraphs

Question 1 cont'd

Date	Telephone No.	Amount \$
July 10	(876) 938-6210	20.00
July 28	(876) 927-4692	17.00
August 5	(876) 928-3383	15.00
August 19 ¹⁸	(876) 977-5291	10.00
September 21	(876) 486-1234 ⁶	14.00
September 28 ₂₃	(876) 488-1754	14.00
October 1	(876) 962-0001	38.00
October 16	(876) 978-3142	25.00
November 2	(876) 754-2211	25.00
November 5	(876) 390-0210	7.00
December 13	(876) 430-7534	7.00
December 15	(876) 428-4705	7.00
December 16	(876) 330-4522	7.00

TOTAL

Print a separate copy of table.

Use Spreadsheet software to complete table and insert table after 1st paragraph.

Find the total amount

SHOW GRID LINES

Total 27 marks

Question 2

Time: 20 minutes

Type the following in 1.5 line spacing using margins of 1.5" (3.81 cm) left, 1" (2.54 cm) right. Follow all instructions.

Use closed caps. Nicholas ^{in full} & his ~~budgerigars~~ budgerigars

Budgerigars

~~Budgerigars~~ (budgies) are beautifully coloured ^{acrobatic} ~~acrobatic~~ birds that are kept usually in cages. Children of all ages love them and keep them as pets. // Nicholas loved to take ^{N/A} his ~~budgies~~ budgies out of the cage and play with them. He would often have them walking on the floor in his home. ↵

Sometimes he would close all the windows in his house so that he could allow the budgies to launch from his hands into the air and fly around the house. This was very much to the amazement of his parents and friends who warned him ^{that} ~~they~~ ^{birds} would fly away if he

GO ON TO THE NEXT PAGE

Question 2 cont'd

did not clip their wings.

There was a little boy named Nicholas who had four budgies, two males and two females. He ^{named} called them after his favourite friends: Stephen ^(in full) + Gillian; and Bradley and Angel..

Type this as the second paragraph

One day Nicholas was sitting outside with Stephen perched ^{up} comfortably on his hand. ~~The~~ ^{the} neighbour's cat ~~past~~ passed by at the same time and gave Stephen a fright.

Stephen took off in the air without hesitation. Nicholas was ^{upset} ~~so~~ he called his mother and his friends to help him find Stephen. Eventually they ~~for~~ found Stephen nervously

Question 2 cont'd

perched on a thin grass on the edge of the canal that ran through the neighbourhood. ^{he} Carefully, very Nicholas friend stretched his hand out with a long stick towards Stephen. Stephen was so nervous that he took a long time before he could place his tiny feet on to the stick. ☺

Stephen was then pulled to safety, to the arms of his friend Nicholas.

After this experience, Nicholas made sure that he obeyed his parents and clipped ~~the~~ wings one of ^{Stephen's} ~~the~~ wings so that he would never fly away again.

use indented paragraphs

Total 26 marks

GO ON TO THE NEXT PAGE

Question 3

Time: 30 minutes

Type the following on legal size paper following all instructions. Use the following margins:
1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

~~Centered~~
~~lined~~ ~~cap~~ Application for Membership

TO: Splishwin's Fun Park

I/We wish to apply for the following:
Form A caps.

type of membership:

- ☐ Single/Annual \$500 per year
- ☐ Couple/Annual \$800 per year
- ☐ Family/Annual \$1500 per year
- ☐ Monthly/Single \$150 per month
- ☐ Monthly/Family \$300 per month
- ☐ Lifetime/Family \$10,000.00

I/We enclose cheque for \$----- or
Credit Card #-----

LAST NAME ----- FIRST NAME-----

ADDRESS -----

Signature ----- Date -----

FOR DIRECT DEBIT PLEASE COMPLETE FORM B
DETACH IF NOT APPLICABLE

Form
8

GO ON TO THE NEXT PAGE

Question 3 cont'd

Continued from page 1

FORM BCentre DIRECT DEBIT MANDATE.

I hereby authorize ~~Splashin's~~ ~~Fun~~
 Fun Park until further Notice
 in writing to Debit my account
 the amount of \$----- in respect
 of my annual subscription

TO: The Manager

Signature: _____

Date: _____

Name of A/c

Acct. #

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Give ~~an~~ name and address of Bank

Insert
Footer

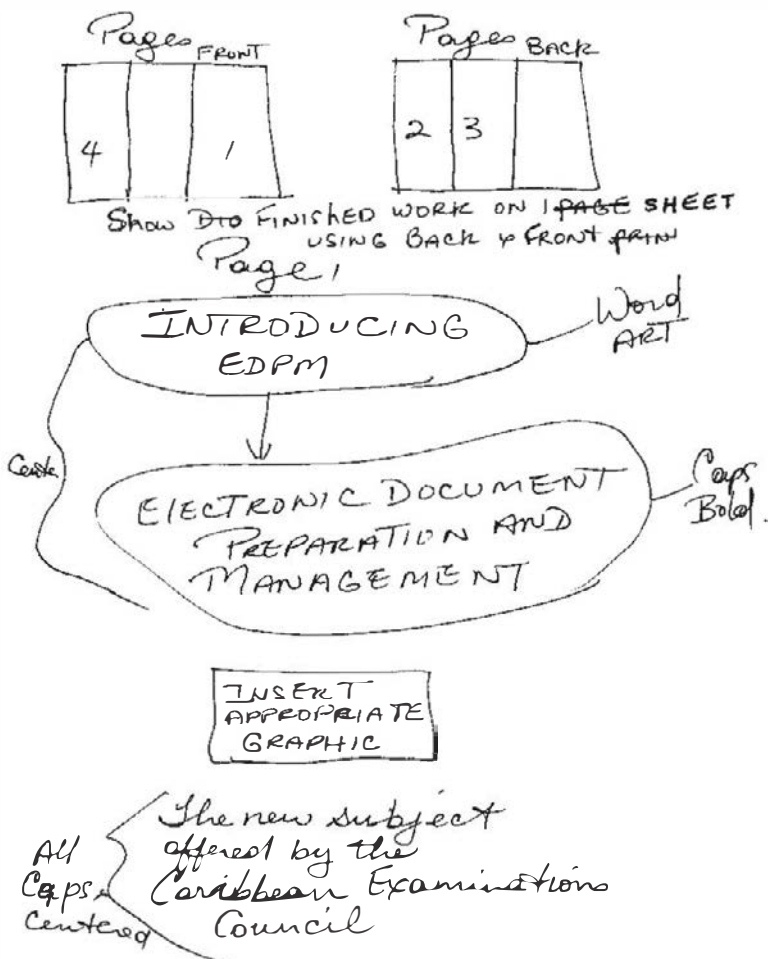
Total 21 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 40 minutes

Type the following on A4 paper following all instructions. Use the following margins: .5" (1.27 cm) left; .5" (1.27 cm) right; .5" (1.27 cm) top and bottom. Print document back and front.



GO ON TO THE NEXT PAGE

Question 4 cont'd

Page 2

THE RATIONALE

Header
Centre
Size 16 font.

Students targeting opportunities in the world of work or opportunities further for further studies must be competent and proficient in managing the resources of document preparation, that is, data, computer software and computer hardware, to produce documents of the quality and standard required in the 21st century world of business.

The Electronic Document Preparation and Management syllabus is designed to equip students with knowledge and skills for jobs such as clerical assistants, administrative assistants and reception assistants. The knowledge gained from this syllabus will foster personal growth and development. Further it will enhance decision-making capabilities of students and cultivate a disciplined and ethical workforce.

Left align Justify

GO ON TO THE NEXT PAGE

Question 4 cont'd

Page 3

AIMS

Header.

Centre / size ¹⁶ k font.

The syllabus aims to:

1. develop an appreciation of the importance of technology in a modern office environment;
2. equip graduates with the requisite skills to assume clerical and administrative support roles;
3. lay the foundation for career development and advancement in a business environment.
4. develop skills for secondary and post-secondary studies, and future careers;
5. foster disciplined and ethical behaviours associated with the work environment;
6. develop effective document management capabilities;

Justify

GO ON TO THE NEXT PAGE

Question 4 cont'd

Page 4

Correspondence related to the syllabus
should be addressed to:

The Pro-Registrar
CXC

Caenwood Centre
37 Arnold Road, Kingston 5
Jamaica W.I.

Telephone: 876-920-6714

FACSIMILE #: 876-967-4972

E-mail : CXCW20@cxc.org.

Total 26 marks

END OF TEST

01251020/P 2008

**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 03/2 – General Proficiency

1½ hours

06 JUNE 2008 (a.m.)

INSTRUCTIONS TO CANDIDATES

- 1. This paper consists of TWO questions.**
 - 2. Answer ALL questions.**
 - 3. Read all instructions carefully before answering each question.**
 - 4. In addition to the 1½ hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:**
10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 - 5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.**
 - 6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.**
- 1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.**
 - 2. Begin each answer on a separate sheet.**
 - 3. Print on one side of the paper only, unless otherwise instructed.**
 - 4. Key your candidate number in the upper right-hand corner of each sheet of paper.**
 - 5. Uncorrected errors will be heavily penalised.**
 - 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.**

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Answer all questions.

Question 1

Time: 30 minutes

Type the letter below, on A4 paper following all instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom. Create a mail merge using the names at the bottom of the letter.

Check
all
Spelling

CAPRI TRAINING
INSTITUTE
45 MARSH BLVD
JAMAICA

Letterhead
The letter should
be done in double line
spacing.

February 25, 2008

Re: - Celebrating 35 years of Capri
Training Institute (Bold)

Dear Alumni, you are invited to celebrate
35 years of "excellence in education" (Bold
and caps). There has been extensive planning
for the occasion and we are hoping that
all our past students will take time out
to honour us with their presence and full
participation.

[Please find attached below a list of activities
along with the ~~xx~~ prices of the tickets to the
events.

3/2 Prayer Service	\$ 5.00 per person
3/3 Assembly	Free
3/3 Future Day & B-B-Que	\$ 15.00 per person
3/4 Dinner & Awards Ceremony	\$ 50.00 per person

Footer - Phone # 666-7582 Fax 666-7583

GO ON TO THE NEXT PAGE

Question 1 cont'd

Sincerely
Managing Director

Thank you for your cooperation.

You are to use the ~~most~~ most appropriate style to type the letter.

Using the names and addresses listed below please create the mail merge document and do the mail merge so that the letters can be sent.

Jonelle Volk
26 Vine Street
West Palm Beach
Florida

Markham Shang
16-27 Diston
Barbados

Laverne Solomon
Senephine Court
St. Lucia

Gail Nichols
1560 E 39 Street
Georgetown
Guyana

Insert
Greeting
Line

Feel free
to use the
wizard

Total 40 marks

GO ON TO THE NEXT PAGE

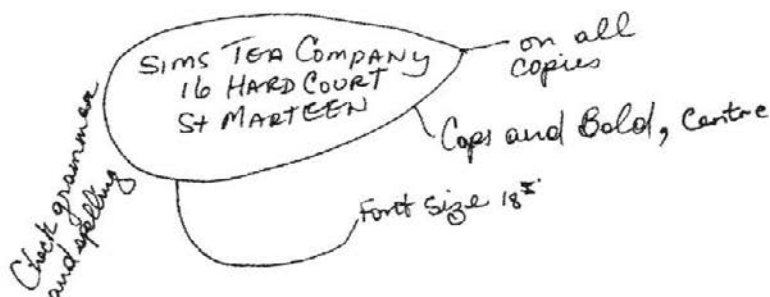
Question 2**Time: 1 hour**

You are to prepare a PowerPoint presentation for a company's annual shareholders' meeting. The information for this question is given in the following pages. Use single line spacing throughout the document.

- (a) Prepare the presentation.
- (b) Insert an organizational chart into the PowerPoint presentation.
- (c) Prepare a spreadsheet entering the figures given. Complete the spreadsheet to determine the net income in dollars and as a percentage of the gross income.
- (d) Use the spreadsheet to prepare a column chart showing the months and the percentages.
- (e) Print the spreadsheet and the column chart.
- (f) Copy and paste the spreadsheet and the column chart into the PowerPoint presentation.
- (g) Print the entire PowerPoint presentation.

GO ON TO THE NEXT PAGE

Question 2 cont'd



Dear Shareholders.

As you know, this year has been an extremely profitable year for our company ¹⁶ with the introduction of our new line of herbal teas, which ~~has~~ have been successful with the college students.

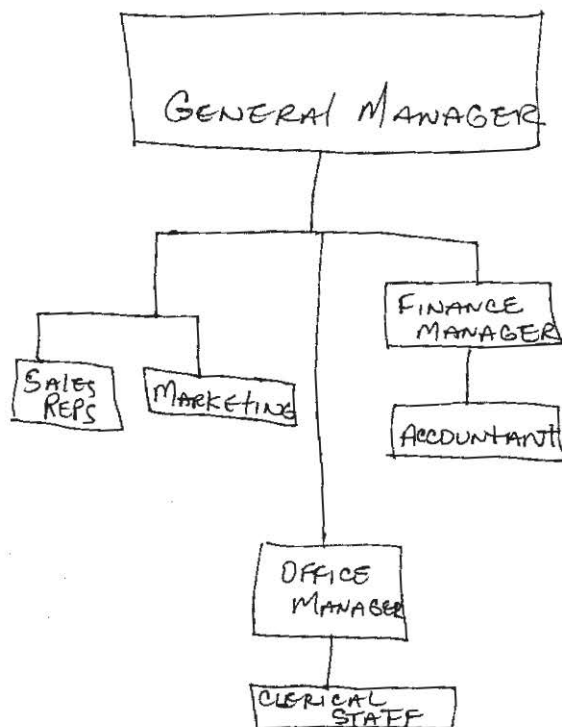
[Because of this success, your investment has tripled over the past year. Please find ~~below~~ ^{attached} a statement detailing the income and expenditure for the past year.

[The company is pleased to announce some changes in the organisational structure of the company. Please find attached also a copy of the new organisational chart.

GO ON TO THE NEXT PAGE

Question 2 cont'd

Organisational Chart



GO ON TO THE NEXT PAGE

Question 2 cont'd

UC Month	GROSS INCOME	EXPENSE	Net INCOME	%
JAN	60,000	35,000		
FEB	45,000	15,000		
MAR	56,000	20,000		
APRIL	80,000	25,000		
MAY	60,000	35,000		
JUNE	85,000	15,000		
JULY	90,000	15,000		
AUG	100,000	15,000		
SEPT	150,000	20,000		
OCT	150,000	30,000		
NOV	110,000	18,000		
DEC	175,000	19,000		

All headings should be bold and capitalized
start data from row 3

Be sure to include spreadsheet
in your Power Point presentation

Total 60 marks

END OF TEST

01251032/F 2008

FORM TP 2009058

TEST CODE **01251010**

MAY/JUNE 2009

**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 01 – General Proficiency

THEORY

1 hour

05 JUNE 2009 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of TEN questions.
2. Answer ALL questions.
3. Number each answer correctly in the answer booklet provided.

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Answer ALL questions.

1. A computer system is made up of input and output devices.

- (a) Define the term 'output device'. (1 mark)
- (b) List THREE output devices. (3 marks)

Total 4 marks

2. There are TWO types of software that allow the computer to work effectively.

- (a) List these TWO types of software. (2 marks)
- (b) State the MAJOR function of EACH of the types of software listed at (a). (2 marks)
- (c) Give ONE example of EACH type of software. (2 marks)

Total 6 marks

3. In order **to set up** and **maintain** an electronic filing system (EFS), certain tasks should be completed.

- (a) What are the tasks involved in setting up and maintaining an EFS? (2 marks)
- (b) When naming files there are specific file extensions that may be used for the various file types. State the extension used for EACH of the file types listed below.
 - (i) Document (1 mark)
 - (ii) Photograph (1 mark)
 - (iii) Files containing codes (1 mark)

Total 5 marks

GO ON TO THE NEXT PAGE

4. (a) List FIVE punctuation marks that are commonly used in document production. (5 marks)
- (b) Write the manuscript signs for EACH of the following:
- (i) Spaced caps
 - (ii) Stet
 - (iii) Delete
 - (iv) Transpose
 - (v) Insert
 - (vi) Indent
- (6 marks)

Total 11 marks

5. Sharon Johnson is the Administrative Assistant to the Chairman of the Board. She has been instructed to prepare the necessary documents to be circulated before a Board Meeting. List THREE of the documents that may be prepared.

Total 3 marks

6. The Beacon Organization consists of FOUR persons: a President, a Secretary, an Accounts Clerk and an Office Manager. Draw the organizational chart for this organization.

Total 4 marks

7. When preparing financial statements on the computer, there are specific types of software that may be used to facilitate the process.

- (a) State ONE type of software that may be used to do tabulations. (1 mark)
- (b) State TWO types of financial statements that can be prepared using the software named at (a). (2 marks)
- (c) Name TWO types of headings used in advanced tabulations. (2 marks)

Total 5 marks

GO ON TO THE NEXT PAGE

8. (a) Music piracy is a big issue in the Caribbean. State TWO types of laws that can be implemented to address the problem. (2 marks)
- (b) (i) Define the term 'plagiarism'. (2 marks)
- (ii) State TWO guidelines that can be used to avoid plagiarism. (2 marks)

Total 6 marks

9. The arrow keys are used to navigate within a document on the computer monitor. State TWO additional keys that may be used to navigate a document. **Total 2 marks**

10. A secretary has to check the schedule of meetings on a daily basis. She has decided to create a shortcut to the file with the schedules on her desktop. List the FOUR steps she should use to create the shortcut. **Total 4 marks**

END OF TEST

FORM TP 2009059TEST CODE **01251020**

MAY/JUNE 2009

**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 02 – General Proficiency

2 hours

05 MAY 2009 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of **FOUR** tasks which you should file on the storage medium for printing. The invigilator will give you instructions about arrangements for printing your documents.
 2. Answer **ALL** questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only, unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be penalised.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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Answer all questions.

Question 1

Time: 25 minutes

Type the following on the paper provided, following all instructions. Use the following margins:
1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

Campbell's Puppy World
20 Musgrave Road
Kingston 10, Jamaica
Tel. (876) 978-2210
Fax: (876) 978-4867

Insert
Late
Block
style

Create letterhead in header
with appropriate logo. ^{Convert logo}
~~side of the address.~~ The
address should be centred.
~~and~~ Insert Word Art for the
name of company and centre
above the address.

~~Insert~~ a watermark ^{or background graphic} of
a puppy.

GO ON TO THE NEXT PAGE

Question 1 cont'd

Mrs^S Hyacinth Williams
16 Tobago Ave in full
Kingston 5

Dear Mrs^S Williams

Thank you for your
enquiry regarding our puppies.
NP.G would like to point out
that our puppies are
mongrels and not pedigrees.
They are of fine breeds and
have the most beautiful
and attractive colours.

Our puppies are
(regarded highly) by our
clients as we feed them on
the science diet which
is the most highly recom-
mended food for dogs.
This ^{diet} gives them an excellent

Question 1 cont'd

start and can be continued as they get older. We also wean them from their mothers at six (6) weeks old and ensure that they get their first of four (4) vaccinations which are mandatory for the good health of the puppies.

In addition, the veterinarian provides each puppy with a health card on which a record is kept of all ^{visits} ~~visits~~.

We invite you to call and make an appointment to view the facility and our lovely puppies and to select a puppy of ^{in full} (yr.) choice.

Question 1 cont'd

Yours sincerely
Gillian Campbell (Mrs)
Manager

Total 23 marks

Question 2

Time: 20 minutes

Type the following in 1.5 line spacing using margins of 1.5" (3.81 cm) left, 1" (2.54 cm) right. Follow all instructions.

CXC Introduces New Secondary Level Programme

Centre heading
BLOCK PARAS.

DOUBLE LINE
SPACING

Examinations Council
The Caribbean (CXC) introduced a New Secondary Level Programme in September 2006 for first examination in June 2007.

A candidate will be awarded the Caribbean Certificate of Secondary Level Competence (CCSLC) if he/she over a period of up to three years, successfully completes a minimum of ^{five (5)} subjects of which English and Mathematics are compulsory.

The programme ^{was} ~~is~~ conceptualized in consultation with regional policy makers and educators,

Question 2 cont'd

who identified the need for a new programme that would respond to ^{the} ^{CHANGING} demands of the education sector.

centre
→ Main Elements of the Curriculum

1. It facilitates articulation within the wider ~~st~~ school Curriculum and responds to a wide range of abilities.
2. It provides the foundation for further education and training and for entry-level employment.
3. It provides articulation by catering for students who continue at secondary school to take General Proficiency examinations in academic or

Question 2 cont'd

technical and vocational or
a mix of academic and
technical and vocational
subjects.

insert para numbered 4. here

In developing and implementing
this programme, CXC, working
with its partners, took into
consideration the cultural
context and the aspirations
of regional governments for
a well educated and trained
labour force to meet the
targets set for social and
economic development. A sound
secondary education, which
this programme provides, is an
imperative as a (for base)
the development of citizens as
the most valuable resource
of the region.

Question 2 cont'd

4. It provides ^{candidates with the} opportunities to gain ~~for~~ first level entry jobs and to continue their education and training on the job ^{or} ~~on~~ on their own out of school.

Total 24 marks

Question 3

Time: 30 minutes

Complete the task below, following all instructions.

The Glory Academy has been experiencing mixed results in their annual CXC performance ⁱⁿ the 4 core subjects. The results over the past 4 years are listed below. Type the results into a spreadsheet ^{excluding} ~~removing~~ the % signs and ^{create} a bar or column chart reflecting the results. Print both documents on 1 page. Create a label in bold, italic, 14 font, Arial Black, centered. "The Glory Academy".

Math 2005 - 50%	Math 2007 - 65%
English " - 65%	English " - 70%
Science " - 40%	Science " - 70%
Social Studies 2005 - 70%	Social Studies 2007 - 65%
English 2006 - 55%	Science 2008 - 75%
Science 2006 - 60%	Social St. 2008 - 75%
Math 2006 - 80%	English 2008 - 65%
Social St. 2006 - 58%	Math 2008 - 70%

Total 26 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 45 minutes

On a full sheet of paper, create the brochure as shown.

Pg	Pg
4	1

Pg	Pg
2	3

Insert Border
around page 1

Page 1

Brown DERBY
RESTAURANT
Word Art, ^{centered}~~centered~~

MENU → Algerian font
Bold, italic
20, centered

Opening Hours.

7:00 am - 11:00 pm
~~10:00 pm~~

Insert appropriate
~~font~~ graphic

Address centered Arial
ROSEAU
DOMINICA
Black
16

This is a 1 page document
Back and front printing

Question 4 cont'd

Page 2

Insert the word ~~men~~ "MENU" in a header straight across page 2 and 3 using Word Art.

BREAKFAST } Centered
7:00 AM - 10:00 AM } Arial Black
14

Omelets

- Regular \$10.00
- Cheese \$11.00
- Spanish \$12.00
- Bacon \$12.00
- Made to Order \$13.00

(Arial 14, Left Aligned)

LUNCH }
11:00 AM - 2:00 PM } use same format

GRILLED BURGERS - CHICKEN \$10.00
- FISH \$12.00
- Beef \$10.00

SAME FORMAT

Toppings add \$1.00 extra for each

- Cheese
- Bacon
- Ham

SAME FORMAT

INSERT GRAPHIC

Arial 14
All specials served with a choice of 1 side order and non-alcoholic beverage.
SIDES caps, BOLD
Res 14 Potatoes, rice or salad

GO ON TO THE NEXT PAGE

Question 4 cont'd

Page 3

DINNER

6:00 PM - 10:00 PM

ENTREES

Centre
Arial Black
14

STEAKS Done as requested \$20.00
 ROASTED CHICKEN \$16.00
 CATCH OF THE DAY Repeat \$20.00
 Centered/All entrees served with
 Bold side order
 LC Each additional side \$2.00

VEGETARIAN'S DELIGHT

CHEF'S SPECIAL SALAD \$16.00
 TOFU SALAD \$18.00
 PASTA SALADS \$16.00
 VEGETABLE LASAGNA \$18.00

SIDES

Macaroni and cheese
 Baked potatoes
 Scalloped potatoes
 Tossed salad
 Pasta

DESSERTS

Cheese Cake \$6.00
 Chocolate Cake \$6.00
 Ice Cream \$3.00

(insert below all prices.)

Insert
Graphic

Add 5% Service Charge

Insert footer Right All & All prices quoted in EC
 THANK YOU, COME AGAIN (CENTRE) *italics*

END OF TEST

Total 27 marks

FORM TP 2009060

TEST CODE 01251032

MAY/JUNE 2009

CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 03/2 – General Proficiency

 $1\frac{1}{2}$ hours

05 JUNE 2009 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This paper consists of TWO questions.
 2. Answer ALL questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the $1\frac{1}{2}$ hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.
 6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only, unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be heavily penalised.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

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Answer all questions.

Question 1 (a)

Time: 20 minutes

Create an address book using the data given below. Save the address book as Secretariat. Print a hard copy of the Address Book on A4 or letter size paper, using landscape orientation. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

Dr. Marcus Garraway
Willow Lake
Alternative Medical Clinic
21 Bright Street
Willow Lake
Antigua

Dr. Josephine Brooks.
Natural Way
Health Stores
4 Success Blvd.
San Jose
Trinidad

Mr. Bishanth
Sanjeve

Home Remedies Inc.
1774 Lane View Ave.
North Hampton Ct.
Guyana

Dr. and Mrs. Shirley Mendonca
Healthy Living Alternative Medicines
and Spas.
24 Browns Cove
Barbados

Dr. Norman Semple
Living Naturally
because Way Blvd

Dr. Fernine Sam
Homeopathic Medicines
and Remedies
46 Virginia Road
Jamaica

Toronto
CAN

Dr. Angel Welch
Grouer Washington Hospital
11 Washington Drive
~~Hastings~~
New York
USA

Sir John LaBlanc
P.O. Box 1677
St. Martin

GO ON TO THE NEXT PAGE

Question 1 (b)

Time: 20 minutes

Type the following letter inviting the persons in the Address Book to attend the Homeopathic Conference. Follow all instructions and print the letter on A4 or letter size paper. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

HOMEOPATHY CONFERENCE SECRETARIAT

7 BLISS ROAD

ST GEORGE

BARBADOS

PHONE 593-111-0111

FAX 593-111-0112

Insert date

Address Block (insert from address

book for mail
merge)
Dear (title block)

RE: Homeopathic Medicine Conference
You are cordially invited to attend a conference for practitioners of Homeopathic Medicines. The Conference is slated to be held at the Barbados Crown Hotel from August 1st to 3rd, 2009.

Please find attached a schedule of activities for the three days including our main event the Lecture by Dr. Roy Elby author of the book "Life Changes with Homeopathy!"

In anticipation of your attendance, the hotel has reserved a block of rooms. The rates for the rooms

GO ON TO THE NEXT PAGE

Question 1 (b) cont'd

are \$150 US per night double occupancy which includes breakfast. Lunch will be provided at the Conference. It is suggested that interested parties share rooms.

The registration fee for the Conference is \$200.00 US per person and includes entry into all activities.

Please find & attached a ~~for~~ ^{for} registration form, complete with hotel reservations. Please ~~submit~~ ^{submit} payment for registration with form.

We hope to see you at this exciting event.

Sincerely

Margot Blanc
Secretary.

Question 1 (c)

Time: 15 minutes

Create the following form on A4 or letter size paper. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.

NAME:

ADDRESS:

TEL:

EMAIL:

I WILL / WILL NOT BE ATTENDING THE
CONFERENCE

TYPE OF ACCOMMODATION REQUIRED

SINGLE ☐ DOUBLE ☐ TRIPLE ☐

PERSONS SHARING THE ROOM

(1)

(2)

SPECIAL NEEDS

.

.

.

METHOD OF PAYMENT

CREDIT CARD MASTER ☐ VISA ☐☐ ~~AMERICAN EXPRESS~~

CC# _____ DATE OF EXPIRY _____

MONEY DRAFT: _____

AMOUNT INCLUDED

Label document (Registration form)

GO ON TO THE NEXT PAGE

Question 1 (d)**Time: 15 minutes**

You are required to send a copy of the letter in part (b) to all persons listed in the address book created in part (a)

1. Open the document.
2. Run the mail merge.
3. Send a copy of the letter to all the invited participants.
4. Print only the letters sent to:
 - Dr Angel Welch
 - Sir John LaBlanc
 - Dr and Mrs Shirley Mendonca

Total 60 marks

Question 2

Time: 20 minutes

Prepare a PowerPoint Presentation using the following information. Print a hard copy of the presentation.

What is Homeopathy?

Homeopathy is an alternative way of diagnosing and treating illnesses. Instead of consulting a traditional medical doctor the patient consults a homeopath who diagnoses the patient by touch, sight and hearing.

Concerns about traditional / Synthetic Medicine

~~People~~ There has been growing concern about the number and degrees of side effects connected to traditional medicines. This has forced people to seek other ways of addressing their health issues.

Homeopathy is an alternative that gives a sense of comfort as "Going Back to Eden" is a common term used to describe a new feeling of well being.

Cover of Presentation
Should Read
Presentation
DR. ROY ~~Substance~~
Elby

Question 2 cont'd

BENEFITS OF HOMEOPATHIC MEDICINES

- ③ There are usually no side effects if used under the guidance of a licensed Homeopath.
- ① Medicine is derived from natural sources, ie plants/herbs.
- ② All nutrients needed by the human body are found in plants and herbs
- ④ Homeopathic medicine is able to cure many illnesses and diseases

Conclusion

Although homeopathic medicines has become very popular, there is still strong resistance to it by traditional organisations that have supported traditional synthetic medicines over a long time.

People have become very health conscious and having experienced the benefits of homeopathic medicine they will not be easily swayed.

FORM TP 2010059



TEST CODE **01251010**

MAY/JUNE 2010

**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 01 – General Proficiency

THEORY

1 hour

04 JUNE 2010 (a.m.)

INSTRUCTIONS TO CANDIDATES

- 1. This paper consists of TEN questions.**
- 2. Answer ALL questions.**
- 3. Number each answer correctly in the answer booklet provided.**

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01251010/F 2010

Answer ALL questions.

1. An accountant is using Microsoft Excel, in the Windows environment, to create a spreadsheet.

(a) List the steps that could be used to

(i) open the Excel workbook if the icon is not on the desktop (2 marks)

(ii) insert new columns to the left of existing columns in a spreadsheet. (3 marks)

Total 5 marks

2. An Administrative Assistant is required to produce two letters containing simple graphics.

(a) State TWO software applications that could be used to insert the graphics into the documents. (2 marks)

(b) Identify TWO letter styles that may be used to produce the letters. (2 marks)

(c) State TWO differences between the letter styles identified in part (b) above. (2 marks)

Total 6 marks

3. State the meaning of EACH of the following manuscript signs:

(a) DS

(b) Stet

(c) U/S

Total 3 marks

4. One element of a desirable work habit is ‘working without supervision’. List THREE other elements of a desirable work habit.

Total 3 marks

GO ON TO THE NEXT PAGE

5. There are several types of professional documents and forms that may be produced using the computer.

- (a) Name TWO types of electronic forms that would be relevant to an accounting office.
(2 marks)
- (b) Name TWO types of literary documents that may be produced using the computer.
(2 marks)

Total 4 marks

6. Marcus was asked to prepare the document below using the computer. His instructions were to:

- use horizontal headings
- left align columns 1 and 2
- right align columns 3 and 4
- show all gridlines

ACCOUNT NUMBER	DATE	DEBIT	CREDIT
6346	Feb,2,2011	\$323,012.00	
7254	2010-16-06		\$4,056.00
4692	2009-09-20	\$14,925.00	
8812	Dec-25-2010		\$65,550.0
1614	Nov-14-2011	\$9,267	

Reproduce the document above on a new page in your answer booklet to show what the final document should look like.

Total 10 marks

7. The paragraph below was typed using a word processor.

global warning seems to be the hot topic in todays headlines
governments are spending huge amounts of money to promote
environmental protection practices within their countries since is it
established that polution is one of the major causes of global warming.

- (a) List THREE techniques that could be used to edit the paragraph. (3 marks)
- (b) Rewrite the paragraph, in your answer booklet, correcting all errors. Circle the corrections that were made. (7 marks)

Total 10 marks

GO ON TO THE NEXT PAGE

8. Copy the table below in your answer booklet. Using a line, match EACH document to the MOST appropriate printer that may be used to produce it.

Document	Type of Printer
Research Paper	Dot Matrix
House Plan	Inkjet
Hospital Bill	Plotter
Invitation	Laser

Total 3 marks

9. For EACH of the file extensions given in the list below, state the type of file to which it refers.

- (a) .jpg (1 mark)
- (b) .txt (1 mark)
- (c) .bmp (1 mark)

Total 3 marks

10. In the office environment, paper may be selected based on the type, size or layout. State ONE example of EACH of the following categories of paper:

- (a) type (1 mark)
- (b) size (1 mark)
- (c) layout (1 mark)

Total 3 marks

END OF TEST

FORM TP 2010060

TEST CODE **01251020**

MAY/JUNE 2010

CARIBBEAN EXAMINATIONS COUNCIL

SECONDARY EDUCATION CERTIFICATE
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 02 – General Proficiency

2 hours

04 MAY 2010 (a.m.)

INSTRUCTIONS TO CANDIDATES

1. This examination consists of FOUR tasks which you should file on the storage medium for printing. The Invigilator will give you instructions about arrangements for printing your documents.
2. Answer ALL questions.
3. Read all instructions carefully before answering each question.
4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:
 - 10 minutes – warm-up on the keyboard followed by
 - 10 minutes – reading time.
5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

All documents on this paper should be typed using the following margins: 1.5" (3.81 cm) left, 1" (2.54 cm) right, 1" (2.54 cm) top and bottom.

Question 1**Time: 25 minutes**

- (a) (i) Type the letter shown below, following all instructions.
(ii) Type the letterhead as a header.
(iii) Save the document as **Draft**.
(iv) Print **Draft**.

Use fully blocked style in full

Dear Resident (During 2009),

The dept experienced many challenges in connection with garbage collection in the city of Kingston. As a result of this, the collection schedule has been revised and reviewed in order to improve our service to the various communities. ^{UC}the revised schedule is shown below. We are asking residents to be mindful of the this revised schedule.

Please ensure that garbage is easily accessible by the collection crews. Garbage ~~was~~ must be

GO ON TO THE NEXT PAGE

Question 1 (a) cont'd

placed in plastic bags and ^{premises} not left scattered around the ~~place~~.
Remember - garbage left inside entrance gates will not be collected.
Let's continue to uphold our civic ~~civic~~ pride as we endeavour to serve you better.

Sincerely
Basil Young
~~Manager~~
Manager
GARBAGE COLLECTION
DEPARTMENT

Question 1 cont'd

Time: 15 minutes

- (b) (i) Type the document below using a spreadsheet program.
 (ii) Save the spreadsheet as **Sheet1**.
 (iii) Print **Sheet1**.
 (iv) Insert **Sheet1** into the letter after the first paragraph.
 (v) Save the new document as **Final**.
 (vi) Print **Final**.

DAY	TRUCK NUMBER	COMMUNITY	TIME
Monday	10	Vineyard Town	6:30 a.m.
		Cross Roads	9:00 a.m.
Tuesday	7	Wellington Road	6:00 a.m.
		Mona	8:00 a.m.
Thursday	2	Papine	6:00 a.m.
		August Town	8:30 a.m.
Wednesday	21	Barbican	5:00 a.m.
		Liguanea	7:30 a.m.
Friday	18	Jacks Hill	5:30 a.m.
		Hope Pastures	8:00 a.m.
Saturday	15	Sandhurst	6:00 a.m.
		Half Way Tree	8:30 a.m.

Bold column headings.

Total 27 marks

GO ON TO THE NEXT PAGE

Question 2

Time: 20 minutes

- (a) Type the invoice below.
- (b) Insert an appropriate logo in the invoice head.
- (c) Bold all headings.
- (d) Bold and centre the column headings.

Insert appropriate logo

bold headings

Date:

Invoice

THE OFFICE DEPOT
32 HIGH STREET
CASTRIES, ST LUCIA
TELEPHONE: (758) 234-9876
FAX: (758) 245-4356

bold and centre column heads

MR James Oliver
 M & M Biscuit Co. Ltd
 Castries, St. Lucia
 telephone (758) 321 2568

Quantity	DESCRIPTION	UNIT PRICE \$	TOTAL \$
20	Reams ^{Printer} A4 Paper	18.00	360.00
6	Stapling machines	9.50	57.00
30	A4 Manilla folders	2.40	72.00
12	Boxes paper clips	2.75	33.00
24	A4 size notepads	3.50	84.00
6	Boxes black ballpoint pens	5.70	34.20
6	Boxes blue " "	5.70	34.20
6	Boxes #2 pencils	3.10	18.60
12	Inkjet printer cartridges (Black)	68.00	816.00
12	Inkjet " " (colour)	82.00	984.00
Total			2,493.00

ONLY show border lines

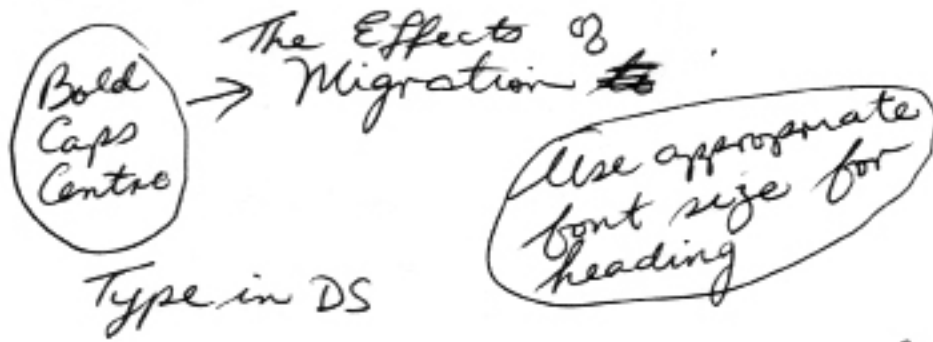
Print

GO ON TO THE NEXT PAGE

Question 3

Time: 30 minutes

Type the manuscript below in double line spacing, following all instructions.



Since the 1950s, migration has by no means been on a small scale. The main reason people from the Caribbean migrate is to make a better life for themselves and their families. Many sacrifices are made when West Indians leave their homelands for foreign lands. Migration has disrupted the family structure.

While parents are away trying to make a living and sending home remittances, guardians are expected to fulfill the role of one or both ~~spouses~~ parents.

GO ON TO THE NEXT PAGE

Question 3 cont'd

However, this is not always the ^{case} ~~case~~, since some children are able to complete studies successfully and become worthwhile citizens.

Although they may be financially better off, the absence of a parent biological could lead to delinquent behaviour. NP/K

In fact, some ~~migrant~~ migrants are able to send for their families to join them in their adopted countries.

This is a ^{very} exciting time in the life of the family and is regarded as a new adventure. Once settled, they realise how different the country and lifestyles are & they are forced to adjust quickly. and

Question 3 cont'd

Once fully adjusted to the lifestyle, new some people no longer yearn for "back home" but make new friends and get on with their ~~new~~ lives. —

Others, especially the older people, continue to yearn for the lifestyle they once ^{had} "back home" and make plans to return home on regular vacations. These vacations, ~~been~~ ^{being} the focal point of their lives, are enjoyed to the maximum as persons returning bringing gifts for relatives and friends. The stories and experiences shared entice other West Indians to want to migrate.

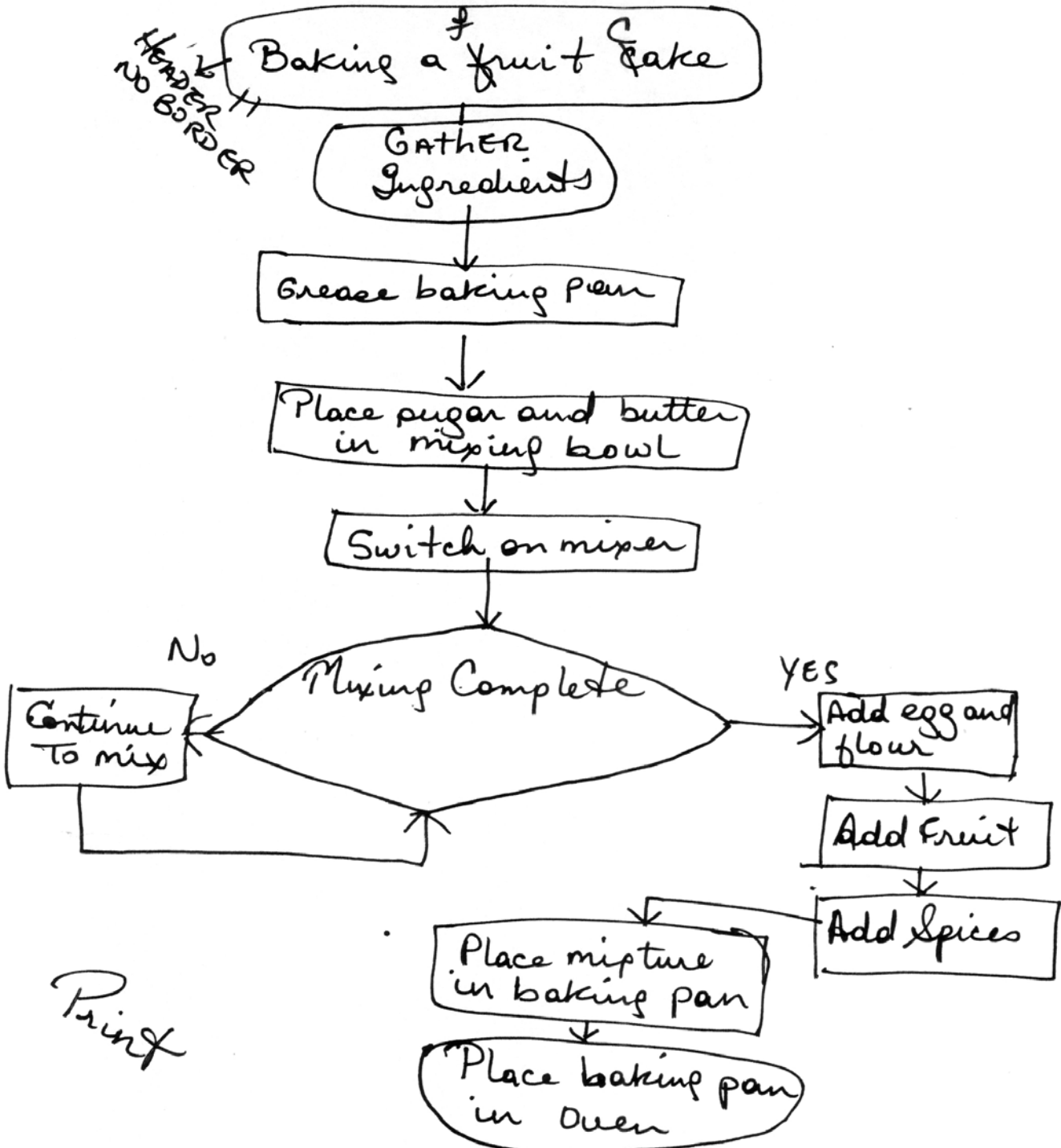
Total 26 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 30 minutes

Type the flowchart below, following all instructions.



Total 26 marks

END OF TEST

FORM TP 2010061TEST CODE **01251032**

MAY/JUNE 2010

CARIBBEAN EXAMINATIONS COUNCIL**SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****PAPER 03/2 – General Proficiency***1½ hours***04 JUNE 2010 (a.m.)****INSTRUCTIONS TO CANDIDATES**

1. This paper consists of TWO questions.
 2. Answer ALL questions.
 3. Read all instructions carefully before answering each question.
 4. In addition to the 1½ hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
 5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.
 6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.
-
1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
 2. Begin each answer on a separate sheet.
 3. Print on one side of the paper only, unless otherwise instructed.
 4. Key your candidate number in the upper right-hand corner of each sheet of paper.
 5. Uncorrected errors will be heavily penalised.
 6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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Answer all questions.

Question 1

Time: 20 minutes

- (a) (i) Using the data given below and an application of your choice that is suitable for a mail merge, create a client list.
- (ii) Use landscape orientation and show all gridlines.
- (iii) Use the following margins: 1" (2.54 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.
- (iv) Save the document as **Client List 1**.
- (v) Print **Client List 1**.

Name of Company, Contact person, Vat #,
Item, Unit Price
Per box, Quantity, Amount of
purchase.

①. Moody's Inc, Valarie Moody,
004263, Bond paper, \$10, 100, \$1000.00

②. S. K. Furniture, Sam Sanchez, #102786
Staples, 1.00, 25, 25.00
Clips, 0.50, 100, 50.00

③ Wire Works Inc, Ram Persaud,
232575, envelopes, 8.00, 100, 800.00
Pens 10.00, 25, 250
Bond paper, \$10, 50, 500

Insert header
CLIENT LIST 1

GO ON TO THE NEXT PAGE

Question 1 cont'd

Time: 20 minutes

- (b) (i) Edit **Client List 1** using the instructions given below.
- (ii) Save the edited document as **Client List 2**.
- (iii) Print **Client List 2**.

Insert 2 columns ~~for the address~~
~~address~~ between name of company
and contact person for the address.
Add the following information:-

1. 146 Silver Springs Road, Martinique
2. 2 King Edward Drive, Barbados
3. 14-2⁴~~8~~ Mona Road, Jamaica

Add new record

4. Peter and Company, 1 Castles Road,
St. Lucia, Orland Thom, #661662,
Riso Ink #426, 50; 2, 100.00
Riso Master paper #12, 120.00, 6, 720.00

add footer

All prices are quoted
in US\$

Insert header
CLIENT LIST 2

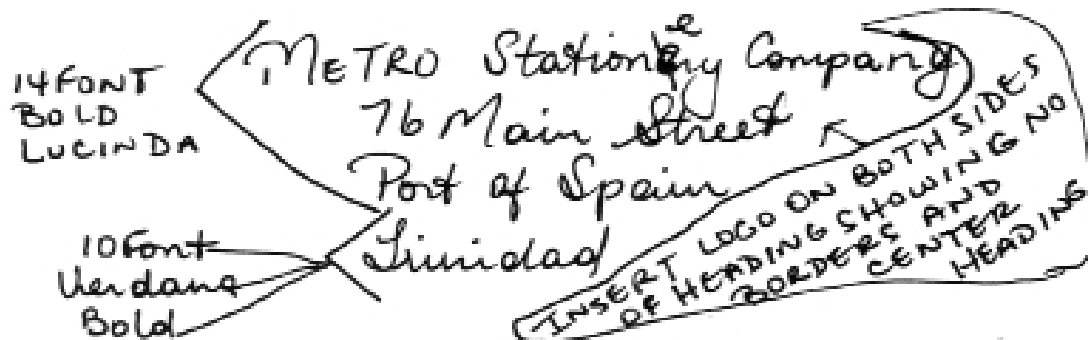
Total 45 marks

GO ON TO THE NEXT PAGE

Question 2

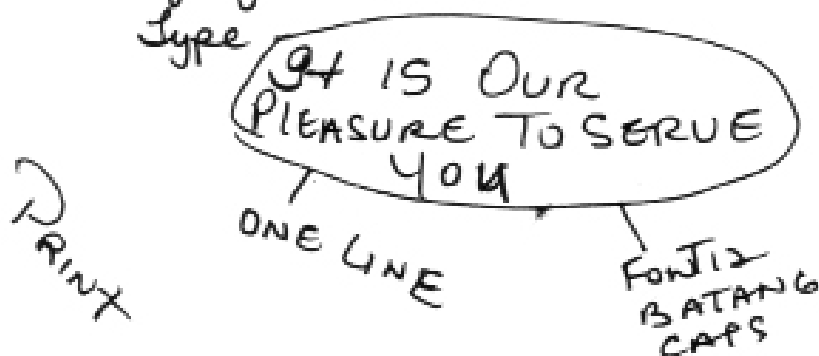
Time: 20 minutes

- (a) (i) Create the following letterhead using the instructions given below.
- (ii) Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) right; 1" (2.54 cm) top and bottom.
- (iii) Save document as **Letterhead**.



Do letterhead in header format
 In the footer insert the following
 Left align Phone # 1-249-656-7624
 Right align Fax # 1-249-656-7625
 Center Email metrostat@metro.com
 all on the same line.

Insert Word Art on the second
 line of footer



GO ON TO THE NEXT PAGE

Question 2 cont'd

Time: 15 minutes

- (b) (i) Prepare the following letter to be sent to the clients on the mailing list provided.
- (ii) Save the document as **Org letter**.
- (iii) Print **Org letter** on the letterhead created in Question 2 (a).

Closing

Insert Date .

Sincerely
Preston Marks
Sales Manager

Dear

We are pleased to announce our annual sale ^{a number of} on selected items ^{listed in} our ~~catalogue~~ ^{catalogue}. The items are as follows:

Bond paper	Envelopes
Pens	Staples
Paper Clips	Riso Ink # 426
Riso Master Paper #12	Folders

All prices have been reduced by 150% for as long as supplies last. We are also offering free delivery throughout the Caribbean via Air Express Service to all of our preferred customers.

Now is the time to stock up on all your ~~static~~ stationery needs. Thank you for placing your next order with our Company.

GO ON TO THE NEXT PAGE

Question 2 cont'd

Time: 15 minutes

- (c) (i) Perform a mail merge using **Client List 2** and **Org letter**.
- (ii) Save the file as **Letter merge**.
- (iii) Print the FOUR letters using the criteria given below.

Insert the following rows from
Client List 2 - Name of Company
Address 1
Address 2
Contact Name

Dear ^{Contact,} ~~Mr/Madam~~ according to the
name of the ~~gender on the email~~ ^{person} contact ~~name~~.
perform merge process.

Total 55 marks

END OF TEST

**CARIBBEAN EXAMINATIONS COUNCIL****SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****PAPER 02 – General Proficiency***2 hours***03 MAY 2011 (a.m.)****INSTRUCTIONS TO CANDIDATES**

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The Invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before answering each question.
4. In addition to the 2 hours allocated for this examination, candidates are allowed 20 minutes prior to the official start of the examination:

10 minutes	–	warm-up on the keyboard followed by
10 minutes	–	reading time.
5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on the candidate's folder any time lost. He/she will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

Question 1

Time: 25 minutes

- (a) Produce the main document and the data file, following ALL instructions.
- (b) Create the letter in blocked style, using the following margins: 1" (2.54 cm) top and bottom, 1" (2.54 cm) left and right.
- (c) Save the main document as **letter**.
- (d) Save the data file as **addresses**.
- (e) On A4 or letter size paper:
 - (i) Print ONE copy of the main document showing the fields.
 - (ii) Print ONE copy of the data file showing the records.
- (f) Merge the documents and print ALL four letters.
- (g) Produce an envelope addressed to Mr Carlos Ramirez.

AP/cjc11/JK

Today's date

<<Name>>

<<Position>>

<<Company>>

<<Address1>>

<<Address2>>

<<Address3>>

Dear <<Salutation>>

Letterhead with logo:

Caribbean Cycling Association

10 Maple Drive, Tortola

British Virgin Islands BVI 568

Tel: (284) 494 7562

Fax: (284) 494 6812

E-mail: cycle@bvisurf.com

Subject hdq. in caps

Cycling Championships - 27-28 August 2011

As you know, the British Virgin Islands has
been selected to host the 2011

uc. Caribbean Junior Cycling Championships

GO ON TO THE NEXT PAGE

Question 1 cont'd

in August. We are very excited about
i.e. this Event and look forward to the
participation of cyclists from «country».
NP [You will be notified of the specific
arrangements regarding hotel accommodation,
transportation and recreational
activities at a later date. We would, if
however, urge you to book your flights
early so that you arrive at least
two days prior to the event. This will
allow your cyclists to settle in and ^{time}
familiarize themselves with the course(s).

We enclose the Registration Form which
should be completed and returned
to us by 30 June 2011.

bold
date

Once again, we look forward
to welcoming you and your team
to Tortola.

Yrs. sincerely.

Arita Prescott (Mrs)
Co-ordinator

Enc.

Question 1 cont'd

Mr. Earl Lindo
President
Bermuda Cyclists' Assn.
Front street
Devonshire
BERMUDA

in
fall

Mr. Donovan Griffith
President
B'dos Cycling Union
My Lord's Hill
St Michael
BARBADOS

Mr Carlos Ramirez
Vice President
Puerto Rico Cycling Federation
calle 14 Mercedes
San Juan
PUERTO RICO

Mr Adolphus Adamus
President
Curacao Cycling Union
Cletagweg Oost #6
~~Ames Amsterdam~~
of CURACAO

Total 24 marks

GO ON TO THE NEXT PAGE

Question 2

Time: 35 minutes

- (a) (i) Type the following document as a spreadsheet in **portrait** orientation. Follow all instructions.
- (ii) Add the times for each entry and enter the total in the Aggregate Time column.
- (iii) Sort the data by the Aggregate Time field in ascending order.
- (iv) Save the document as **Times**.

Type all
col. hds
in caps, blocked
style

Name	COUNTRY	UCI number	TIMES		AGGREGATE TIME \$
			TIME TRIAL	Road RACE	
Russell Simmons	Barbados	BER62389	0:28:56	1:49:36	
Mario Pile	Bermuda	BAR12561	0:29:01	1:49:43	
Adolfo Valks	Curacao	CUR96278	0:30:42	1:49:37	
Rudy Maharaj	Trinidad + Tobago	TRI83541	0:32:40	1:49:42	
AKeem Davis	Anguilla	AGA53021	0:33:20	1:49:50	
Sebastian Gomes	Aruba	ARU90501	0:30:59	1:49:52	
Ryan Godfrey	St Vincent	SVG60203	1:50:11	0:34:26	
Tyrese Joseph	Bermuda	BER60305	0:36:49	1:59:01	
Kyle Cropper	Trinidad and Tobago	TRI50321	0:34:29	1:57:22	
Brandon Forde	Barbados	BAR62511	0:31:13	1:49:51	
Marco Winkel	Curacao	CUR90102	0:36:38	1:59:13	
Kwame Gullit	St Naarten	STN00807	0:35:28	1:53:58	

Show grid lines

GO ON TO THE NEXT PAGE

Question 2 cont'd

- (b) (i) Type the following memo to Carol Flint, Association Secretary, from Basil Graham, Administrative Officer.
- (ii) Use the following margins: 1" (2.54 cm) left and right, 1" (2.54 cm) top.
- (iii) Use the blocked style and justify the right margin.
- (iv) Save the document as **memo**.

Ref BG/(your initials)

(Today's date)

Subject hdg:
CYCLING CHAMPIONSHIPS

lc As requested, I have, arranged for you to meet with all personnel who will be involved in the activities for the forthcoming Cycling Championships^{in August}. The mtg. will be held at the Tortola Cycling Centre auditorium on Monday ^{at} 30 May at 6.00 pm. The major topics for discussion will be: provision of hosts for the teams, recreational activities and outstanding membership fees.

italicize the topics

Last year's statistics for the juvenile category, which ^{are} to be circulated to all the cycling bodies, ^{are} set out below. In an effort to ~~increase~~ ^{attract} set a wider membership, perhaps we can consider preparing a flyer on the health and other benefits of cycling. ^① This could be distributed to patrons on arrival. x/1-1

INSERT THE SPREADSHEET <times>
FROM QUESTION 2(a) HERE

Total 26 marks

GO ON TO THE NEXT PAGE

Question 3

Time: 25 minutes

- Create the following table on A4 or letter size paper.
- Use double line spacing.
- Centre the table vertically and horizontally on the page.
- Print the final document.

CARIBBEAN CYCLING ASSOCIATION — caps & bold

bold this word → Unpaid Membership Fees — initial caps & u/s

Shade these two cells light grey

NAME	COUNTRY	CATEGORY	AGE	FEES*
BOYS				
Rund Valks	Curacao	Junior	17	750.00
John Peters	Bermuda	Juvenile	14	500.00
Rudy Russell	T & T	Jr.	18	850.00
Pieter Jakke	Aruba	Juvenile	16	650.00
Martin Elcock	Barbados	Juw.	15	575.00
LADIES GIRLS				
Krystaline Crawford	BVI	Junior	18	800.00
Pietra Sharpe	st. Maarten	Juvenile	13	400.00
Maria Sanchez	Puerto Rico	Juvenile	16	600.00
Monica Searles-Probin	Barbados	Junior	18	800.00
TOTAL FEES TO BE COLLECTED				\$

Shakira Wong Guyana Juvenile 15 550.00

* Fees are payable in US\$.

insert total

Arrange in alphabetical order of country. No abbreviations, please

GO ON TO THE NEXT PAGE

Question 4

Time: 35 minutes

- (a) Type the following flyer with equal left and right margins of 1.5" (3.81 cm) and a top margin of 1" (2.54 cm).

CYCLING IN THE CARIBBEAN ← use word art -
font size 20 - Times Roman

leave 2" for a photograph

centre these lines
create a border

If you want to exercise, lose weight, give your cardio-vascular system a thorough workout, cycling is the perfect hobby. Imagine, too, the excitement of exploring different sites, meeting new people of all ages and learning about different cultures.

Land gender

WHAT TYPE OF CYCLING? — italicize

INSERT 'A' HERE

These and other forms of cycling are very popular in the Caribbean — thanks to the varied terrain and conducive climate. The beauty of the landscape is awe-inspiring. Whether you are cycling high above the east coast of Barbados

overlooking the ^{Panoramic} ~~picturesque~~ view of the Atlantic Ocean, climbing the steep hill known as the 'Dark Hole', or exploring the popular Chaguaramas peninsula, you are bound to feel exhilarated. run on

For Your Health: It's a fantastic workout! You breathe deeper, increase your body temperature, tone and strengthen your muscles and lose weight.

The feeling of pleasure and satisfaction will reduce your stress level and anxiety. Your overall fitness level will improve.

Socializing: Spend more time with family and friends.

Meet new people, discover new places and enjoy the environment around you.

Typist:
Place this section in a text box. Bold

the two para. hols. Centre the t/box.

Question 4 cont'd

START TODAY! — ^{centre &} spaced caps

Complete the attached ^{slip} or call the
Caribbean Cycling Association

Telephone: (284) 494 7562

- A' Type in two cols. with a vertical line between each*
- | | |
|---|---|
| <p>Mountain Biking</p> <ul style="list-style-type: none"> • Enjoy high speed descents and air jumps over daring obstacles. • Trail along rough forest paths, rocky roads, steep terrain and lush vegetation. • Go cross-country, downhill or free ride. <p>This is a real test of endurance and dexterity.</p> | <p>^{bold hdgs} Road Cycling</p> <ul style="list-style-type: none"> • Tour residential areas off the beaten track. • Join a club and take part in competitive circuit racing, fun rides and adventure racing events. • Travel across country roads, undulating lands and natural vistas. <p>[The whole family NP can enjoy themselves.</p> |
|---|---|

REGISTRATION FORM

Name: Date of Birth:
 Address:
 Telephone No:

create a footer
at bottom right:
'CCA/June1'

END OF TEST

Total 27 marks



**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

PAPER 01 – General Proficiency

THEORY

1 hour

03 JUNE 2011 (a.m.)

INSTRUCTIONS TO CANDIDATES

- 1. This paper consists of TEN questions.**
- 2. Answer ALL questions.**
- 3. Number each answer correctly in the answer booklet provided.**

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

1. (a) A computer system cannot function without users. List THREE other essential components of a computer system. (3 marks)
- (b) Briefly describe EACH of the components listed at 1(a) above. (3 marks)

Total 6 marks

2. (a) State THREE of the tasks required to set up and maintain an electronic filing system. (3 marks)
- (b) File extensions are used to identify different types of files. In your answer booklet, copy and complete the table below, inserting the missing file types or extensions. The first one is completed for you.

File Type	Extension
Document	.doc
	.jpeg
Picture	
	.exe

(3 marks)

Total 6 marks

3. Formatting documents has become increasingly simpler with the advancement of technology. However, there are certain basic formatting features which are required to produce acceptable business documents. List THREE of these features.

Total 3 marks

4. In the past, sending correspondence was limited to the postal services.
- (a) List THREE modes of transmitting documents electronically. (3 marks)
- (b) Describe the steps required to perform a mail merge. (2 marks)

Total 5 marks

5. In the day-to-day activities of a business, the secretary is expected to produce legal, technical and literary documents. List TWO examples of EACH of these documents.

Total 6 marks

GO ON TO THE NEXT PAGE

6. Rewrite the following document in your answer booklet, correcting ALL errors. **Circle all the corrections that you make.**

March 15, 2011

The Manger
Pearl Business Systems
1 Parkway
Barbados

Dear Sir.madam

Please be advise that computers purchased from your company on 3/3/2011 are defective the systems are shutting down after fiftheen minutes of use and are taking two hours to reboot.

After several visits from your techniques the problem still persists. A decision was their fore taken by management to return the systems to you for a full refund as per our contract.

Thank you

Yours Faithfully

Rhonda Short
Generalmanager

Total 10 marks

7. (a) The concept of copyright involves several stakeholders. List TWO of these stakeholders. (2 marks)
- (b) State TWO procedures that should be followed to avoid plagiarism. (2 marks)

Total 4 marks

8. (a) Identify the productivity tool that is MOST appropriate for creating advanced tabulations. (1 mark)
- (b) Forms are important to the smooth operation of an office. Identify TWO types of forms used in an office. (2 marks)

Total 3 marks

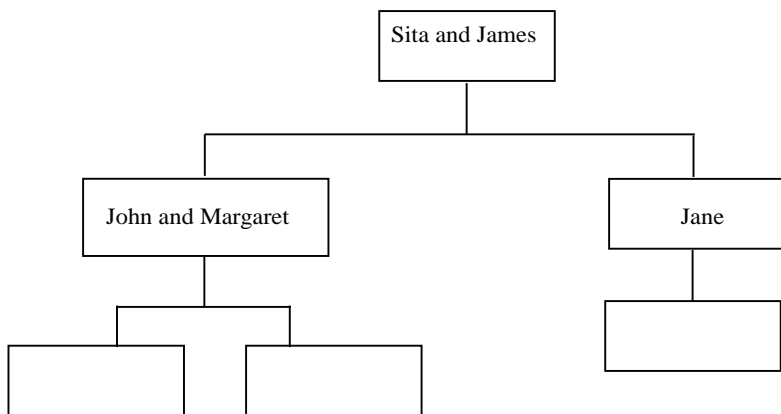
9. Identify the shortcut keys on the keyboard that are used to 'cut and paste' within a document.

Total 2 marks

GO ON TO THE NEXT PAGE

10. The Carpen family consists of the following members: Sita, James and their two children, Jane and John. John and his wife Margaret have two children, Mary and Mark. Jane has one son, Todd.

Copy the diagram below in your answer booklet and complete it to show the Carpen family tree.



Total 5 marks

END OF TEST

**CARIBBEAN EXAMINATIONS COUNCIL****SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****PAPER 03/2 – General Proficiency***1½ hours***03 JUNE 2011 (a.m.)****INSTRUCTIONS TO CANDIDATES**

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2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
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6. Any accepted method of display consistently used in letters and/or tabular exercises will be accepted unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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All rights reserved.

Answer all questions.

Question 1

Time: 20 minutes

- (a) (i) Create the letterhead below on A4 or letter size paper, following ALL instructions. Use the following margins: 1.5" (3.81 cm) left; 1" (2.54 cm) top and bottom.
- (ii) Insert a suitable watermark.
- (iii) Save the document as **letterhead**.
- (iv) Print the document.

MS (Logo) *All Caps Font 14*

Marjorie's Catering Shoppe

134 WATERWAY DRIVE

ANGUILLA

Phone # 314-866-9000 *Fax # 314-866-9001*

LEFT ALIGN *RIGHT ALIGN*

Font 10 Italics in footer under email

Letter head should be done in header.

Email - Marjorie's catering@caribbean.net

Centre text in footer

Line in footer

Founded with the idea of providing families and small businesses with a unique party experience. Our goal is to create the party you want, one that complements your individual style. We can handle your entire party from Conception to completion. Our services are tailored to your needs and budget.

Single line spacing Double lines between paragraphs

(15 marks)

GO ON TO THE NEXT PAGE

Question 1 cont'd

Time: 20 minutes

- (b) (i) Use the letterhead created in 1 (a) to produce a promotional draft.
 (ii) Insert graphics and Word Art as instructed.
 (iii) Remove the watermark.
 (iv) Save the document as **promo**.
 (v) Print the document.

PROMOTIONAL DRAFT (All Caps, Bold, 12 font)
 You are invited to the
 3rd Annual
 Caribbean/International Fund
 Raising Ball
 And Bachelor's Auction
 2 lines, grey shading
 Size 20 font, Constantia, Double space after line.

Appropriate Graphic	Saturday, August 15, 2011 At 9:00 pm Complete Dancing Competition starts at 11:00 pm Sharp. Single space Venue - Bold, Caps	Matching Graphic
---------------------	--	------------------

CHRIST OUR HOPE ELEGANT BALLROOM
 20 font Word Art
 1786 WESTMINSTER ROAD, ANGUILLA
 Title case font 12
 BOLD font 16
 Music By: FANTASTIC JIVE BAND
 Single Spacing
 Tickets \$120.00 per person
 Includes Buffet Style Cocktails
 Dinner and
 Insert 4 Symbols here
 This event is Hosted by Sen. Senator John Gaston and Catered by Marjorie's Catering
 Centre Entire Document
 shoppe

(25 marks)

Total 40 marks

GO ON TO THE NEXT PAGE

Question 2

Time: 20 minutes

- (a) Create TWO spreadsheets, a chart and the layout of a seating arrangement for a meeting, following ALL instructions given.

(i) Create a spreadsheet named "cost"

Column names: Quantity, DESCRIPTION, Unit Cost, TOTAL

Rows = 1 Venue
1 Entertainment
1 Decorating
300 Catering

Unit Cost: Venue = 3000

Entertainment = 1000

Decor = 500 Catering = 20

Show as currency

Total all columns where appropriate

Formula \Rightarrow $\frac{\text{Quantity}}{\text{Item}}$ times Unit cost
= total

Print "cost"

Create a ^{pie} ~~bar~~ chart to show the total cost of each item.

Save as "chart"

Print "chart"

Include data labels

GO ON TO THE NEXT PAGE

Question 2 cont'd

(ii) Create a spreadsheet named "profit".

Column headings are:

Description

Quantity

Unit cost

Expenses

Income

Profit

Use data from columns 1 to ~~4~~³ from spreadsheet "cost" to complete first four columns.
three

Add 2 more rows:

- Ticket sales (description)
295 (quantity) \$130 (unit cost)
- Funds from Auction (description)
\$ 8000 (income)

Calculate the Income from ticket sales [Quantity \times Unit cost]

Complete the spreadsheet to show:

- a) Expenses - as shown in sheet "cost"

b) Total expenses

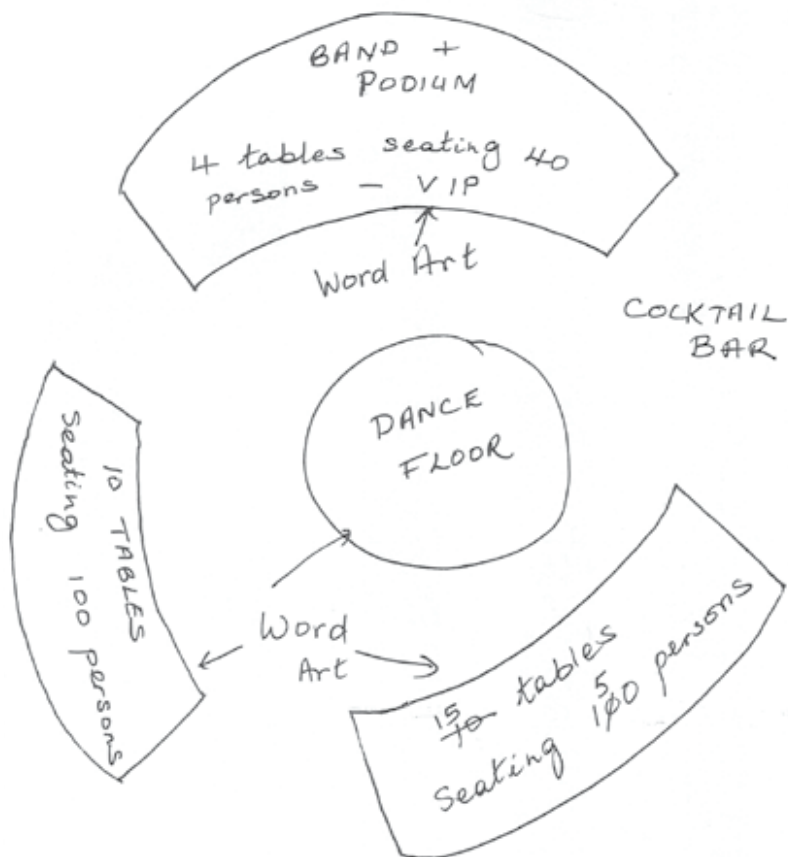
c) Total income

d) Profit

Print SS "profit"

Question 2 cont'd

- (iii) Use the productivity tools to create the layout shown below.



Print the final document.

(27 marks)

GO ON TO THE NEXT PAGE

Question 2 cont'd

Time: 30 minutes

- (b) The Organizing Committee has to prepare a PowerPoint presentation. The information for the presentation is given in the following pages.
- Prepare the presentation.
 - Save the PowerPoint presentation as **present**.

First slide : Give suitable title

② Table of contents

- Introduction
- Entertainment
- Decorations + Catering
- Ballroom Layout
- Cost / Profit

③ Introduction: The Annual Caribbean International Ball is an event that is aimed at raising ^{funds} ~~money~~ to provide scholarships for deserving students from Caribbean countries. To date 1200 students have ^{over} benefited, with full scholarships to the universities of their choice.

The results have far exceeded our expectations and we hope that this year will be no exception.

GO ON TO THE NEXT PAGE

Question 2 cont'd

ENTERTAINMENT

To ensure the success of the Ball we have three forms of entertainment planned.

- ▷ Music by the Fantastic Five String Band
- ▷ Dancing Competition
- ▷ Chinese Auction



The response to the auction ~~last~~ year was tremendous.

Decorations + Catering

The decorations and catering will be done by Marjorie's Catering Shoppe. The theme this year will be "The Roaring Twenties". The room will be decorated with balloons, beads and streamers. Candle light and fresh flowers will also add to the ambience.

Cocktails will be served from 8:00 pm and dinner will start at 9:30 pm.

GO ON TO THE NEXT PAGE

Question 2 cont'd

Ballroom Layout

Insert diagram showing layout of seating.

Cost/ Profit

Insert

1. SS named "cost"
2. Pie chart: "chart"
3. SS named "profit"

on 3 separate slides.

FINAL SLIDE

Let's make this year's ball a success!

Print document as a
handout - 6 slides per
page

(33 marks)

Total 60 marks

END OF TEST

01251032/F 2011

**CARIBBEAN EXAMINATIONS COUNCIL****SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****Paper 02 – General Proficiency***2 hours 20 minutes***04 MAY 2012 (a.m.)****READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The Invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before answering each question.
4. The first 20 minutes of the 2 hours 20 minutes allocated for this examination should be used as follows:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

Question 1

Time: 30 minutes

- (a) Create a suitable letterhead for the following company and insert an appropriate logo.
Island Property Inc, Prospect, St Peter, Barbados, Telephone (246) 402 4566,
Fax (246) 402 3978, E-mail: IPN@propsurf.com.
- (b) On the letterhead created, type the following letter in blocked style to:
Miss Charmaine McClean, 2 Belvedere Crescent, Castries, St Lucia.
- (c) Mark the letter CONFIDENTIAL. The reference is RO31/MS/(your initials).
- (d) Save as "letter" and print.

Many people dream of home ownership but most are unaware of the considerable effort from them it requires to make their dream a reality. How can they be sure they are not biting off more than they can chew? It is after all the biggest decision financial they may make in their lives!

~~NP~~ ~~Not to mention~~ yet for the majority - whether buying or building - the process is fraught with stress. To avoid disappointment when buying a home it is important that u become an informed buyer. One of the things you must do is to make a checklist.

~~NP~~ Our "Step-by-Step guide" which will help you navigate the maze of ~~legal work and negotiations~~, negotiations and find the best mortgage terms. is enclosed a copy of

In it you wll find out:

u.c.
 thing will
 greatly increase
 your chances
 of success

GO ON TO THE NEXT PAGE

Question 1 cont'd

l.c. How to calculate your price range;
how much you shd. borrow. This will
depend on your deposit and how much
you earn; and about the legal and
administrative work (conveyance)
associated with transferring ownership
to you.

make this the
last para.

If, after you hv carefully
reviewed our Guide, you
wd. like a personal
consultation with one of our
agents please do not
hesitate to telephone me. I look fwd. to
a mutually rewarding business relationship.

Typist:
set these 3
topics out
as a bulleted
list, please.

X further

In addition, if u are planning to build
yr. dream house there is are
sections devoted to 'building a house',
'house building tips' and 'how to find
a contractor'. You will find these
invaluable. Take note of the general
tips on choosing the right building
materials and how to ensure that
your electrical installations are
conveniently placed.

GO ON TO THE NEXT PAGE

Question 1 cont'd

T,

After the words "chances of success"
on the previous page insert the following:

Be especially aware of gazumping. ^{This} ~~It~~
can be emotionally and financially
devastating. ^{to} where the seller accepts
an offer from you but then accepts
a higher price from another buyer.

Yrs. sincerely

Marcus Senhouse - caps
Managing Director

The subject hdg.
is:

Buying a ^{Home} ~~House~~

Total 27 marks

Question 2

Time: 24 minutes

- (a) Type the following information in a spreadsheet, following all instructions.
- (b) Use landscape orientation.
- (c) Create a pie chart to show the commission from commercial sales. Insert the pie chart on the same page as the spreadsheet in (a) (i) above.
- (d) Save the document as “spreadsheet” and print.

Income for the Month Ending 31 March 2012			
Property Ref.	Description	Selling Price	Commission (20%)
Residential			
CO1	Condominium Apartment (1 bedroom)	\$315,200.00	
SD3	3-bedroom Bungalow	\$450,600	
DES	5-bedroom 2-storey House	\$915,000	
CO2	Condominium (2 bedrooms)	558,100	
DX1	Duplex	650,350	
TN4	2-bedroom Townhouse	358,000	
OU2	Owner-Occupied 2-unit House	675,200	
Total Residential		\$	\$
Commercial			
OF 2	Office Building	750,350	
MIS	Nursing Home	860,000.00	
SR6	Warehouse/Distribution Complex	299,990.00	
OF3	High-rise Office Block	1,250,000.00	
SRM	Mobile Storage Unit	\$80,990	
TR1	Hotel	2800,990	
Total Commercial		\$	\$
Total Sales and Commission		\$	\$

show grid lines

Use formulas to enter commission figures and totals.

Highlight the "total residential" and "total commercial" rows.

Vertical direction

Total 24 marks

GO ON TO THE NEXT PAGE

Question 3

Time: 18 minutes

- (a) Display the following form using equal left and right margins of 1" (2.54 cm).
- (b) Type **FormR1/1/10** as a footer at the left margin and **June 2012** at the right margin.
- (c) Save as "**form**" and print.

Island Property Management Services - caps
 Registration form - spaced caps
 Short-term Rental - initial caps
 1 June - 31 August 2012 # bold

Please complete this form and return it with your deposit of \$..... to the address below:

(insert address)

Please
 give names of all occupants of the unit*.

Surname	Christian Name	Title (Mr/Mrs/Miss/Master)	Age

*The first name stated shd. be head of the family. (italicise this sentence)

Address of head of family _____

_____ Telephone No _____

Type of pet ☐ dog
☐ cat
☐ other (please specify) _____

Island Property Management Services
 Belgrade House, 101 Garrison Road,
 Bridgetown, Barbados
 Address: _____

Total 19 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 36 minutes

Type the following newsletter using the instructions below.

- (a) Use equal left and right margins of 1" (2.54 cm) and equal top and bottom margins of 0.5" (1.27 cm).
- (b) Type the body of the newsletter in Times New Roman, font size 12.
- (c) Use dropped caps, dropped two lines, where indicated.
- (d) Type shoulder headings in 14 pt. and bold.
- (e) Insert a vertical line between the two columns.
- (f) Insert a page border to the edge of the paper.
- (g) The newsletter should fit on one page.
- (h) Save as "news" and print.

A. Buying that dream ^{home} house can be a complex, scary process. Knowledge is power when it comes to negotiating the intricacies of home prices, interest rates and mortgage loans - the more information you can gather before ^{bold} you begin the better off you will be. Be prepared!

(last 2 words in caps)

GO ON TO THE NEXT PAGE

Question 4 cont'd

ISLAND PROPERTY *use Algerian font size 28*NEWSLETTER *use word Art*

Editor: Hortensia Russell

Volume 1, Number 1 July 2012

Why Choose us?

Island Property is the fastest growing property management company in the Caribbean. We do not just specialize in short and long-term rental but we have some of the most exclusive property for sale throughout the region. We know where finance is available, and how you can get the best interest

NP rates. *Our free newsletter gives you details of new properties on the market and helpful advice about selling, buying, and renting.*

Quality Staff

Our professional team of support staff includes real estate agents, property managers, administrative and maintenance staff. We want to ensure that our clients get the optimum returns on their investments while, at the same time, receive excellent customer service.

insert an appropriate clip art here

Whether you are buying or selling and whatever your price range, our expert staff can provide the quality service you deserve.

(leave 2 clear lines)

Tips for first time home buyers:

Insert paragraph (A) here

New on the market! u.c.

Featured properties are available for immediate occupation. Arrange and inspection without obligation. u/s

- **Chateau D'Predine**

Exclusive residence for the high-end investor, panoramic views, nearby golf course and secluded beach, Aruba.

- **Sherbourne Gardens**

5-bedroom villa, Italian-designed kitchen, dramatic seaview, Antigua.

- **Pitons Heights**

Charming property situated on elevated lot with a stunning view of the marina. The beach is within walking distance, St Lucia.

Look out for more properties of interest in our next issue.

interesting

How to contact us:

Jennifer Woodhouse

Tel: (246) 805 3972

Fax: (246) 534 7829

E-mail: IPN@prosurf.com

534

Total 30 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.



**CARIBBEAN EXAMINATIONS COUNCIL
SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 01 – General Proficiency

THEORY

1 hour

05 JUNE 2012 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of TEN questions.
2. Answer ALL questions.
3. Number each answer correctly in the answer booklet provided.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Copyright © 2010 Caribbean Examinations Council
All rights reserved.

Answer ALL questions.

1. List FOUR components of a computer system that are necessary for the system to work efficiently.

Total 4 marks

2. (a) What term is used to describe 'a collection of characters of a particular size and shape'?
(1 mark)
- (b) Left, centre and right alignments are types of formats used in document preparation.
List THREE other formats that may be used. (3marks)
- (c) State TWO types of headings that can be used in a document. (2 marks)

Total 6 marks

3. In a company, it is very important to maintain the integrity of files. State TWO ways in which the integrity of files can be maintained.

Total 2 marks

4. Copy the following letter into your answer booklet using a semi-blocked style.

19th March, 2010

Regal Stationery, 1 Middle Street, Belize

Dear Sir/Madam

We are hereby submitting a special order for 5 boxes of A4 paper to be used by the candidates who will be writing the Office Procedures Examination in October 2012.

Thank you for your cooperation.

Yours sincerely, Kim Wong

Total 9 marks

5. List THREE documents that may be prepared in a set of financial statements.

Total 3 marks**GO ON TO THE NEXT PAGE**

6. The administrative assistant of BC Company, with offices in Belize, St Lucia and Saba, is preparing for the company's annual general meeting.

- (a) State THREE documents that should be prepared for the meeting. (3 marks)
- (b) List TWO ways that the documents stated in (a) above may be transmitted electronically. (2 marks)

Total 5 marks

7. Copy the table below in your answer booklet and complete it to show the appropriate orientation and paper size for EACH document.

Document	Paper size	Orientation
(i) Three-fold newsletter		
(ii) Party invitation		
(iii) Lease agreement		

Total 6 marks

8. In keyboarding, columnar work is an example of a simple display, while a flow chart is an example of an advanced display. List THREE other examples of EACH type of display.

Total 6 marks

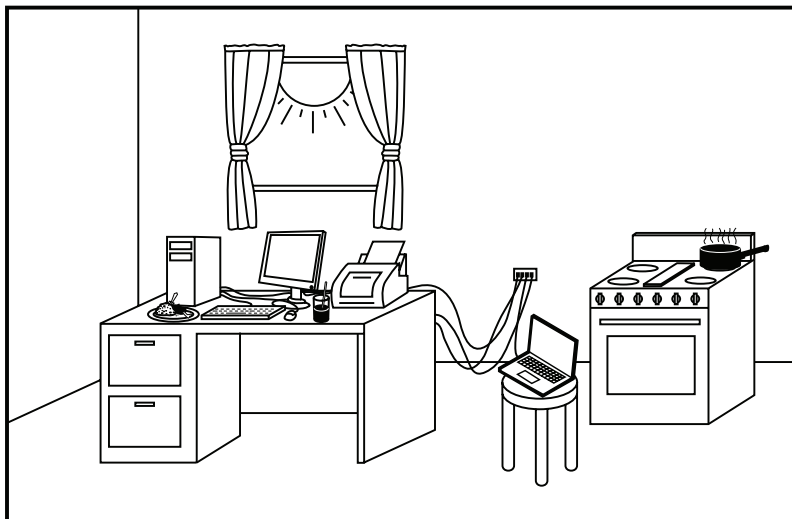
9. The teacher reminded the students to avoid plagiarism when preparing their assignments.

- (a) Describe the concept of 'plagiarism'. (2 marks)
- (b) State TWO guidelines that students should follow to avoid plagiarism. (2 marks)

Total 4 marks

GO ON TO THE NEXT PAGE

10. The picture below shows a scene from a work environment where computers are being used. Identify FIVE indicators of a careless working environment.



Total 5 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

**CARIBBEAN EXAMINATIONS COUNCIL****SECONDARY EDUCATION CERTIFICATE
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****Paper 032 – General Proficiency***1 hour 50 minutes***05 JUNE 2012 (a.m.)****READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

1. This paper consists of TWO questions.
2. Answer ALL questions.
3. Read all instructions carefully before answering each question.
4. The first 20 minutes of the 1 hour 50 minutes allocated for this examination should be used as follows:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.
6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be heavily penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.

Question 1

Time: 20 minutes

- (a) Using the information presented at the bottom of the page, a budget spreadsheet is to be prepared for a conference being held in St Vincent.
- Prepare the spreadsheet using landscape orientation.
 - Bold and centre all headings.
 - Calculate EACH of the following and show in an appropriate cell in the spreadsheet.
 - Total number of participants
 - Total airfare and accommodation to be paid by EACH country
 - Calculate the **TOTAL OVERALL** cost for airfare and accommodation and place in cell F13.
 - Save the spreadsheet as **"Budget1"**.
 - Two additional participants have registered for the conference – one from St Vincent and one from Belize. The airfare from St Vincent is \$300 and from Belize, \$625. Insert two additional rows in the spreadsheet to represent this information.
 - Save the updated spreadsheet as **"Budget2"**.

BUDGET FOR WORKSHOP

NO. OF PARTICIPANTS	COUNTRY	AIRFARE PER PERSON
20	BARBADOS	\$ 400
20	JAMAICA	\$ 450
20	TRINIDAD	\$ 400
\$10	GUYANA	\$ 600
\$5	ST LUCIA	\$ 300
2	ANTIGUA	\$ 400

ACCOMMODATION PER PERSON
150

NO. OF DAYS
4

TOTAL **CELL F13**

Footer: All prices are quoted in US \$

Centre ALL Columns

Font IS MERGE + CENTRE

Wrap & text centre

Initial caps

ALL headings in same row

(25 marks)

GO ON TO THE NEXT PAGE

Question 1 cont'd**Time: 20 minutes**

- (b) (i) Prepare the invoice, as shown below, to fit A5 paper.
[5.8" (14.8 cm) by 8.3" (21.0 cm)].
- (ii) Save as "Invoice" and print.

INVOICE**BERNADETTE ATWELL**

1 Plaza Place
Bridgetown, Barbados
Phone 295-617-4040

DATE: September, 2012
Invoice #: 115
FOR: Workshop

TAX ID: 6663665

Bill To:

Finance Department
Workshop Consultancies
3 Plaza Place
Bridgetown

DESCRIPTION	AMOUNT
85 Lunches @\$10.00 each per day for 4 days	3,400.00
85 Snacks @\$5.00 each per day for 4 days	1,700.00
TOTAL	\$5,100.00

Make all checks payable to **Bernadette Atwell**.
If you have any questions concerning this invoice
call the number above.

THANK YOU FOR YOU BUSINESS!**(25 marks)**

GO ON TO THE NEXT PAGE

Question 2

Time: 25 minutes

- (a) (i) Type the following one-page memorandum from the principal to all staff.
 (ii) Use Times New Roman font.
 (iii) Create a suitable letterhead.
 (iv) Save the memorandum as "Marion" and print.

Handwritten memorandum details:

Letterhead: MARION ACADEMY
 St. Theresa Blvd.
 St. Lucia

Contact Information:
 Phone # 1-636-421-4211
 Fax # 1-636-421-4212
 Email: marion@school.org

Handwritten Notes:
 First line font
 All other font
 Font 16
 Insert wordart

Memorandum Fields:
 DATE: 18th September, 2012
 TO: Attention: All Staff
 FROM: PRINCIPAL
 SUBJECT: Staff Development session

Please be advised that you are invited to attend a staff development session on 21st September, 2012 in the auditorium. This session will deal with a problem we encounter daily, which is the teaching of reading. A regional specialist will be here to give us some pointers

GO ON TO THE NEXT PAGE

Question 2 cont'd

on how to teach reading and how to identify students with reading disabilities.

Please make a special effort to attend, since it will be beneficial to our children.

Thank You

Principal

Create a mailing list with the following names
Kim Spencer, Sheldon Blair
Dacia Walters and perform a mail merge

Replace "All Staff" with each name in the mailing list.

Save file as merge and print all three letters.

(25 marks)

GO ON TO THE NEXT PAGE

Question 2 cont'd

- (b) Create a PowerPoint presentation using the instructions given below.
- Bold and centre all headings
 - Insert an appropriate background design.
 - Save as "**Handout**" and print, with four slides on each page.

Slide # 1
READING
DISORDERS

Slide # 3

Three main reasons for reading problems

- Auditory perception difficulties
- Visual processing difficulties
- Ineffective reading instructions

Symptoms
of dyslexia

Slide # 2

What is reading?

- Reading can be the physical act of decoding written language
- Reading can also be the deeper level of understanding and drawing meaning from text

Slide # 4

- Letter or word reversal
- Difficulty in repeating what is said
- Poor handwriting/printing ability

GO ON TO THE NEXT PAGE

Question 2 cont'd

Insert new slide
before slide #2
and add the
following table
Workshop Schedule

Time	Activity
9:00 - 9:30	Introductions
9:30 - 10:30	Presentation
10:30 - 11:30	Question and answers
11:30 - 12:30	Lunch

Symptoms of dyslexia

Slide # 6

- Difficulty putting their thoughts on paper
- Difficulty with right/left directionality

Slide # 6
Symptoms of dyslexia

- Poor drawing ability
- Difficulty in comprehending instructions
- Difficulty in recalling what they've read

Slide # 8

Intervention

- It has been ~~too~~ recognised that teaching reading using the phonic method is the most effective way to support children who are dyslexic

Question 2 cont'd

Slide # 8 can't

- It follows that it is also beneficial for those children who display any of the symptoms, but who do not have a formal diagnosis of dyslexia

Slide # 9 Remember

- At some point in your class nearly all children will display one or more of these symptoms. That doesn't necessarily mean they are dyslexic
- Whatever problems your children present, everyone will benefit from good practices

(25 marks)

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.



**CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 20 minutes

08 MAY 2013 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of **FOUR** tasks which you should file on the storage medium for printing. The Invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before answering each question.
4. The first 20 minutes of the 2 hours 20 minutes allocated for this examination should be used as follows:

10 minutes	–	warm-up on the keyboard followed by
10 minutes	–	reading time.
5. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Answer ALL questions.**Question 1****Time: 35 minutes**

- (a) Using the information below, create a datafile with the following fields: <Title>, <First Name>, <Last Name>, <Address 1>, <Address 2>, <Address 3>, <Course>, <Date>, <Fees>.
- (b) As a header, create a suitable letterhead with an appropriate logo for the following company:
Howells University College, Grenada Avenue, Kingston 10, Jamaica
Telephone: (907) 414 5555 Fax: (907) 414 8977 E-mail: Howells@Jam.org
- (c) Using the letterhead created, type the following standard letter in blocked style, using equal left and right margins of 2.54 cm (1").
- (d) Print a copy of the standard letter showing the fields.
- (e) Merge the datafile with the standard letter.
- (f) Print the letters to Mr Ronaldo Morris and Mrs Silvia Finestre.

Mr Ronaldo Morris
5 Margate Gardens
Castries
St Lucia

Marketing

Tuesday, 30 July 2013

US\$5500

Mrs Silvia Finestre
Bridge Road
Harmony
Antigua

Nursing

Thursday, 1 August 2013

US\$5000

GO ON TO THE NEXT PAGE

Question 1 cont'd

MLS/(your initials)

change times to
24-hour clock

Application for Entry ← caps

Thank you for applying to Howells University College. We have reviewed your application and are pleased to inform you that you have been accepted to study for a Bachelor's Degree NP in << >>. [Registration for this programme will take place in the Main Hall on << >> between 10 am and 12 noon and again from 2.00 pm to 4 pm. All fees should be paid before or on this date.

as indicated
below,

	Course	Fee	<< >>
	Registration	"	JAM\$ 5500
	Student ID		JAM\$ 1900
uc	"	accident policy	JAM\$ 3500

use
bulletsdo not
use
ditto's

A medical form is enclosed which should be completed and submitted at registration.

Question 1 cont'd

INSERT (A) HERE

I wish also to remind you that all students entering the College are required to complete the following core courses - regardless of their caps specialisation - within the first year.

Course Code	Name of Course	Location	Day	Time	bold headings
LWS1	Language/Writing Skills	LA Auditorium	Mon.	9 am	
ECN4	Ethics and Citizenship	Room C105	Wed.	2 pm	
GPL5	Government and Politics	To be decided	Fri.	11:30 am 9 am	
CARC	Caribbean Culture	Room SE2	Tues.	10 am	

Please arrange this table in ~~day~~ order by day.

The College has a vibrant students' guild and we encourage you to become involved in the many extra-curricular activities that are available. Our placement² and counselling trs staff will offer you³ 'valuable advice' on academic and other matters.

Question 1 cont'd

- (A) Orientation for all students will take place ~~at~~ on Friday 30 August 2013. Further details will be given to you once you have indicated yr. acceptance and all fees. ~~has been~~ (paid).

We look forward to welcoming you and hope that you have an enjoyable and rewarding experience at Howells.

Yours sincerely

Marsha L Sinckler (Mrs)

of ~~Dean~~ of Admissions Director

Total 30 marks

GO ON TO THE NEXT PAGE

Question 2

Time: 20 minutes

- (a) Type the following spreadsheet in landscape orientation. Follow all instructions.

Page 1 of 1 ← header align right

HOWELLS UNIVERSITY COLLEGE - Algerian font, size 14

Students' Grades - Semester 2 - Jan - May 2013
- bold this lineProgramme: Bachelor's Degree in MarketingSubject Buyer Behaviour

Code: MKTG 101 up

Use 'output' cell style for headings

ID Number	Name	Status	Coursework Marks			Final
			Project 1	Project 2	Project 3	
12 285694	Claude Ambrose	R	70%	83%	95%	
12 578123	Ronnie Castagne	R	87%	89%	96%	
12 895213	Jacob Chan	R	78%	85%	92%	
12 745912	Paul Mayers	R	89%	87%	88%	
12 654321	Shanene Thomas	R	87%	94%	95%	
11 987654	Junior Verner	P	86%	75%	87%	

↑
insert a formula
calculate the average mark

Tutor's Signature

Insert today's date

(Centre as footer) - R: Regular DR: Day Release P: Repeat

GO ON TO THE NEXT PAGE

Question 2 cont'd

Time: 15 minutes

- (b) Type the following memorandum to The Registrar, Student Affairs. It is from the Dean of Faculty, Business Studies. Use reference MJC/(your initials) and today's date.

Student grades/course revision < ^{initial caps} bold.

As requested, you will find below the grades for those students taking the following course:

MKGT 101 Buyer Behaviour

COPY THE TABLE IN
THE SPREADSHEET FROM
QUESTION 2(a) HERE

You will notice that, of the Regular students, ? have achieved a final grade above 90%.

We would like to implement the new syllabus at the start of ~~the~~ January 2014.

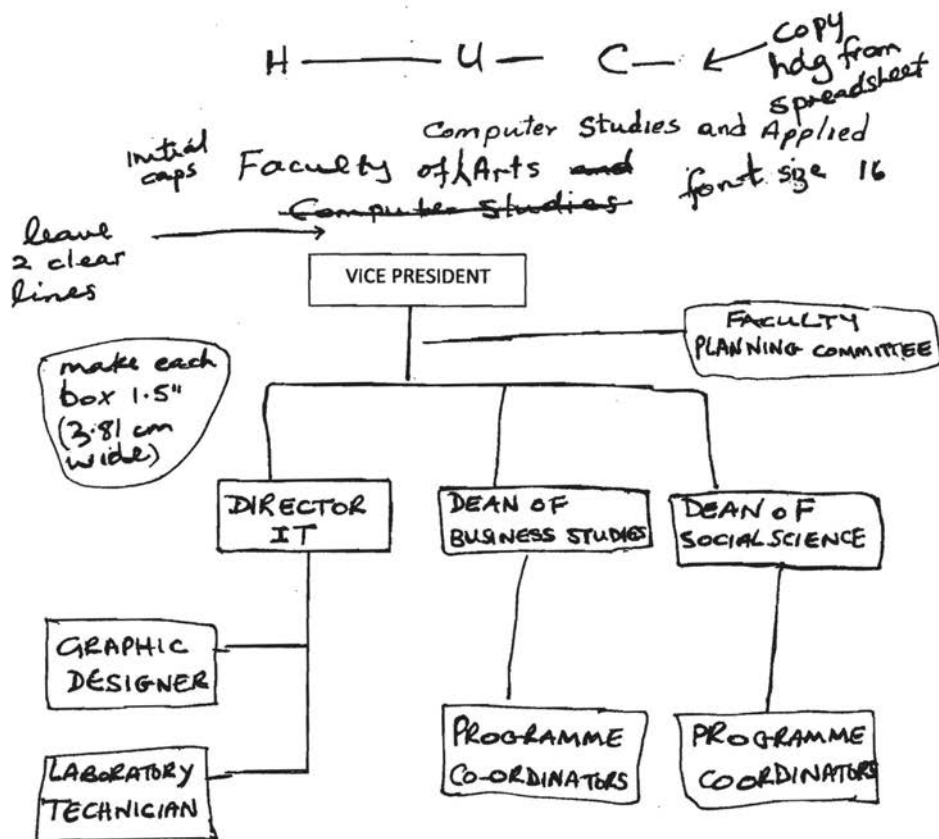
Total 26 marks

GO ON TO THE NEXT PAGE

Question 3

Time: 20 minutes

Display the following in landscape orientation.

Centre information
in boxes

italicise

Prepared 30 April 2013

Total 20 marks

GO ON TO THE NEXT PAGE

Question 4

Time: 28 minutes

Complete the task below, following ALL instructions.

- Set the margins at narrow or top: 0.5", bottom 0.5", left 0.5" and right 0.5".
- Insert a text box.
- Create two identical invitations, using the information and layout shown below.
- Insert an appropriate graphic in the upper left hand corner under Ministry of Education. The graphic should have a single line border.
- Ensure that both invitations are on the same side of the paper.
- Save the document as invitation.
- Print the invitations.

Information for the Invitation

The Ministry of Education

Font 84/Bold
ALL CAPS

Cordially invite(s) you to their annual teachers' day

Font 18/Bold
ALL CAPS

On Friday,

Cocktail reception and prize giving ceremony

Font 18/Bold
ALL CAPS

At

The Ministry of Education Recreation Centre

Avenue Of the Republic

October 15, 2013

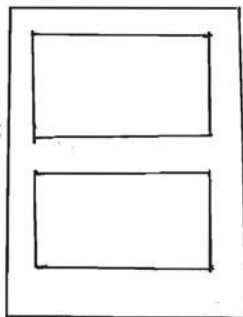
At

7:00 PM

RSVP: 223-2011 - Bold

ENTIRE
Document:-
Single line spacing
+ centred

Layout



Right align
on same line as
RSVP
Bold

Dress: Semi-formal

Total 24 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.



**CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 01 – General Proficiency

THEORY

1 hour

07 JUNE 2013 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

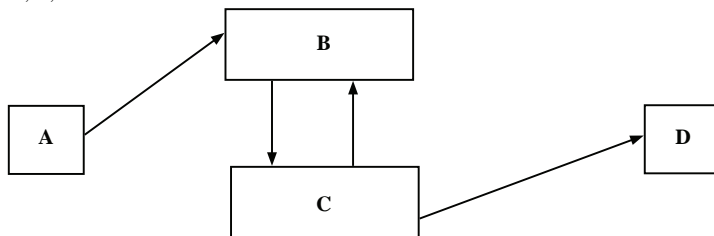
1. This paper consists of TEN questions.
2. Answer ALL questions.
3. Number each answer correctly in the answer booklet provided.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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Answer ALL questions.

1. Students studying EDPM at Mount Royal Secondary School were asked to copy and complete the diagram below to show how a simple computer system works. The components of the system are labelled A, B, C and D.



- (a) Identify EACH of the components A, B, C and D. (4 marks)
- (b) Describe how a processor (central processing unit) works. (2 marks)

Total 6 marks

2. State THREE techniques that may be used to move and delete files in an electronic filing system.

Total 3 marks

3. Anna is preparing to produce a monthly report for a newsletter.

List TWO features that Anna is likely to use when

- (a) selecting justification formats (2 marks)
- (b) selecting a style for paragraphing (2 marks)
- (c) viewing the placement of text on a page. (2 marks)

Total 6 marks

4. Loretta was asked to prepare an interoffice memorandum to be disseminated manually and electronically.

- (a) State ONE style that would be appropriate for producing the memorandum. (1 mark)
- (b) State TWO ways that the memorandum could be sent electronically. (2 marks)

Total 3 marks**GO ON TO THE NEXT PAGE**

5. The law firm of Dunne and Burke offers free advice and prepares simple legal documents for the residents of the Mango Vine community.

- (a) List THREE types of legal documents that Dunne and Burke may be asked to prepare. **(3 marks)**
- (b) Mr Matt James, one of the residents of the community, is a musician and has written several songs but needs advice on how to stop other persons from copying his songs.
 - (i) Give the term used to describe the law that protects Mr James. **(1 mark)**
 - (ii) State the TWO rights that are protected by the law described in (b) (i) above. **(2 marks)**

Total 6 marks

6. Study EACH set of pictures shown below and answer the questions that follow:



I



II

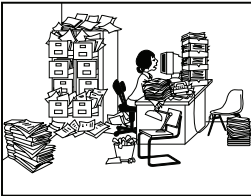


III

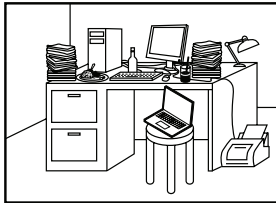


IV

- (a) Identify the TWO pictures which show the MOST appropriate attire for working in an office. **(2 marks)**



I



II



III

- (b) Identify the MOST acceptable work environment. **(1 mark)**

Total 3 marks

GO ON TO THE NEXT PAGE

7. The following is an invoice produced by the St Vincent Power Company for the December billing cycle.

From: St Vincent Power Company
Company Road
Kingstown
St Vincent and the Grenadines

To: Mrs Margot Henry
2 Patten Place
Kingstown, St Vincent and the Grenadines
Account # 6472189

Payent Due: 21-01-2013

Units Used (kWh)	Billing Information	Total
2560	\$0.30 per kWh	768.00
	Previous payment	\$572.00
Arears		\$225.00
	Current total	\$768.00
	Total payment due	\$993.00

Thank you.

Produce the document above on a new page in your answer booklet following the instructions listed below:

- Left align the addresses
- Left align the account number
- Right align due date on same line with account number
- Use horizontal headings
- Centre all column headings
- Place \$ sign on all dollar amounts
- Right align all dollar amounts EXCEPT entry on last row
- Centre units used
- Centre all billing information (including TOTAL arrears) in the middle column
- Centre the bottom line
- Correct all spelling errors
- Correct punctuation

Total 15 marks

GO ON TO THE NEXT PAGE

8. When using the keyboard, there are special short-cut keys used to perform certain tasks. State the function that is performed when EACH of the following short cuts is applied.

(a) Ctrl X (1 mark)

(b) Ctrl V (1 mark)

(c) Ctrl ~ (1 mark)

Total 3 marks

9. (a) Define the term ‘orientation’ as it relates to document production. (1 mark)

(b) State the TWO types of orientation. (2 marks)

Total 3 marks

10. Give the extensions for the following documents when they are saved.

(a) Files containing codes. (1 mark)

(b) Files containing pictures. (1 mark)

Total 2 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.



**CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 032 – General Proficiency

1 hour 50 minutes

07 JUNE 2013 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of TWO questions.
2. Answer ALL questions.
3. Read all instructions carefully before answering each question.
4. The first 20 minutes of the 1 hour 50 minutes allocated for this examination should be used as follows:

10 minutes – warm-up on the keyboard followed by
10 minutes – reading time.
5. ALL documents should be filed on the storage medium for printing. The Invigilator will give instructions about arrangements for printing the documents.
6. Any defect in the machine should be reported to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.

1. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
2. Begin each answer on a separate sheet.
3. Print on one side of the paper only, unless otherwise instructed.
4. Key your candidate number in the upper right-hand corner of each sheet of paper.
5. Uncorrected errors will be heavily penalised.
6. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

Question 1 (a) – (d)

Answer ALL parts of this question.

Time: 60 minutes

- (i) This question consists of 4 parts, (a) – (d), to be displayed on 4 pages.
- (ii) Type the newsletter on page 3 using margins at top and bottom 1.5 cm (0.6"), and left and right 2.0 cm (0.8").
- (iii) Follow all instructions.
- (iv) Save the document as **news**.

GO ON TO THE NEXT PAGE

(a)

Pg	Pg	Pg
2	3	4

Pg	Pg	Pg
5	6	1

Insert Border around page 1 only

Page 1

The Foxworthy
Community Newsletter

Vol: 11: 256
March 2013 Edition

Font size
8

use wordart, all caps
and centre

Insert picture

Letter from the Editor

Jerome Khan

line space

Type article in single line
spacing, font size 9, Justify
blocked style

Dear Readers

line space

Thank you for your responses to our
call for community spirit and responsibility
when it came to averting the pending
environmental crisis of the dumping of
technological waste and garbage in our
woods and forests.

line space

I am pleased to announce that our
leaders and decision makers have
heard our cry and have produced a
policy paper on this very sensitive issue.
This month's edition features a summary
of the policies on page 4.

Insert page # at
the bottom of each
page using font size 8

Page 1 Cont

NP Please continue to use this newsletter as an information guide and as a way to voice your opinions and concerns for the safety and prosperity of our community.

5 Line spaces

Contact us at www.foxworthy.news or 156 Foxworthy Drive - Font size 9

(b) Page 2

(25 marks)

ADVERTISEMENTS - Font size 12
Centre & Bold

Insert smart art - process
Centre information in all boxes

Visit Solomon's
Cave
Located on
Soloman Island
for a day of
fun and frolic
on Sunday
March 6

Kristal's
Pet Shop
March Special
50% off all ^{uc}
pet grooming
supplies

Sign up for
free IT
classes at
the
Community
College
from March
8 at at
1900 hrs

Limited space
available

uc

(17 marks)

1(c)

Page 3

Insert rounded rectangle shape
and centre information

FLEX DANCE STUDIO AND
FITNESS CENTRE

Presents
its
Annual Recital

on
March 17, 2013
2000 hours
at
The National Centre

Admission free

Insert picture of
people dancing

FONT SIZE 11

FONT SIZE 11

CAPS

FONT SIZE 8

emphasise

LINE SPACES

Display on entire page

(15 marks)

GO ON TO THE NEXT PAGE

1(D)

Page 4

Justify, Blocked style
MONTHLY HEALTH FOCUS - font size 12
 line space Bold & Centre

Hypertension - commonly known as high blood pressure - is the leading cause of strokes and heart attacks in men and women in the Caribbean. Contrary to popular beliefs hypertension affects all age groups and not just the elderly. Practising preventative medicine is the best way to combat this disease.

line space
 Dr. Watson of the Heart Institute has given us some simple tips on how to control the disease. Please find them listed below:

Insert Bullets - Exercise,
 Eat lots of plenty fruits and vegetables,
 check your blood pressure regularly,
 Drink lots of water, reduce your sodium
 intake (salt).

line space
 Let us continue to live healthy lives;
 remember the saying "Prevention is better
 than cure".

line space

Page 4 cont

You can get your blood pressure tested at Mike's Pharmacy or at the Community Health Centre; free anytime between 0700 hours and 1200 hours. (Bold last sentence) #

3 line spaces

Summary of Policy - All Caps
Centre, Bold
Font size 12

Use Bullets

- . Task force set up to patrol woods and forests.
- . Permission must be granted for businesses to ~~import~~ import computers and peripherals.
- . International standards set for the quality of the materials and equipment used to manufacture electronics.
- . All gifts to schools and non-governmental organisations must meet ~~the~~ required standards.
- . A special waste disposal unit will be set up at the central ministry. UC

Type all content on page 4
using font size 8

(20 marks)

GO ON TO THE NEXT PAGE

Question 2

Time: 30 minutes

A recipe is to be added to the newsletter.

- (i) Following all instructions, type the recipe on pages 5 and 6.
- (ii) Print the entire document back and front on ONE sheet of paper.

Page 5 Justify

Recipe of the Month
Submitted By:
Sarah Gooding

Italics
Bold
font size 10

Ingredients

Bullets

- 2 $\frac{1}{3}$ cups all-purpose flour
- 2 cups white sugar
- $\frac{3}{4}$ cup unsweetened cocoa powder
- $\frac{1}{2}$ teaspoon baking powder
- $\frac{3}{4}$ teaspoon baking soda
- $\frac{3}{4}$ teaspoon salt
- 3 eggs
- 1 cup milk
- $\frac{1}{2}$ cup vegetable oil
- 1 tablespoon vanilla extract
- 2 (20 ounce) cans pitted sour cherries
- 1 cup white sugar
- $\frac{1}{4}$ cup cornstarch
- 1 teaspoon vanilla extract
- 3 cups heavy whipping cream
- $\frac{1}{3}$ cup confectioners' sugar

GO ON TO THE NEXT PAGE

Page 5 Continued

Directions

1. Preheat oven to 350 degrees F (175 degrees C). Grease and flour two 9 inch, round, cake pans; ~~cover~~ ^{line} bottoms with waxed paper.
2. In a large bowl, combine flour, 2 cups sugar, cocoa, baking powder, baking soda and salt. Add eggs, milk, oil, and 1 tablespoon vanilla; beat until well blended. Pour batter ~~into~~ into prepared pans.
3. Bake for 35 minutes, or until wooden toothpick inserted in centres comes out clean. Cool layers in pans on wire racks ^{for} 10 minutes. Loosen edges, and remove to racks to cool completely.
4. Drain cherries, reserving 1/2 cup juice.
5. Combine whipping cream and confectioners' sugar in a chilled medium bowl. Beat with an electric mixer at high speed until stiff peaks form.

4 contd. Combine reserved juice, cherries, 1 cup sugar and cornstarch in a 2-quart saucepan. Cook over low heat until thickened, stirring constantly. Stir in 1 teaspoon vanilla. Cool before using.

Page 6

(Recipe continued from Page 5)

top with $\frac{3}{4}$ cup cherry topping.

6. With long serrated knife, split each cake layer horizontally in half. Tear one split layer in crumbs; set aside. Reserve $1\frac{1}{2}$ cups frosting for decorating cake; ^{set aside.} To assemble, place one cake layer on cake plate. Spread with 1 cup frosting; ^{top} with second cake layer; repeat layers of frosting and cherry topping.

Top with third cake layer. Frost side of cake. Spoon reserved frosting into pastry bag fitted with star ~~edge~~ decorator tip. Pipe around top and bottom edges of cake. Spoon remaining cherry topping onto top of cake.

Insert picture of cake.

Put reserved crumbs onto frosting on side of cake.

END OF TEST

(23 marks)

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

01251032/F 2013

FORM TP 2014062



TEST CODE **01251010**

MAY/JUNE 2014

**CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 01 – General Proficiency

THEORY

1 hour

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of TEN questions.
2. Attempt ALL questions.
3. Write your responses in the spaces provided in this booklet.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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01251010/F 2014

Answer ALL questions.

1. Most technological equipment requires input and output devices to function efficiently. The list below includes both input and output devices.

Touch screen	Projector	Tablet
Scanner	Headphone	Cellular phone
Speaker	Barcode reader	Microphone

From the list above, identify:

- (a) TWO input devices

(2 marks)

- (b) TWO output devices

(2 marks)

- (c) ONE device that can perform BOTH input and output functions

(1 mark)

Total 5 marks

2. (a) Define the term ‘application software’.

(1 mark)

- (b) List THREE types of application software.

(3 marks)

Total 4 marks

GO ON TO THE NEXT PAGE

3. List TWO examples of EACH of the following types of documents.

(a) Legal

(2 marks)

(b) Technical

(2 marks)

Total 4 marks

4. List FOUR elements of desirable work habits.

Total 4 marks

5. Identify TWO documents that should be prepared for a meeting.

Total 2 marks

6. You are preparing for an interview as a proof reader at The National Newspaper Company.

(a) List TWO types of errors that are usually found when proof reading.

(2 marks)

(b) Expand EACH of the following abbreviations:

(i) ffly _____ **(1 mark)**

(ii) th _____ **(1 mark)**

(c) State the meaning of EACH of the following manuscript signs:

(i) // _____ **(1 mark)**

(ii) # _____ **(1 mark)**

Total 6 marks

7. Table 1 shows information which is to be formatted.

TABLE 1

	FIRST NAME	LAST NAME	SCHOOL	FEES
1	Kim	Spencer	St John's College	\$2,500.00
2	SHELDON	Blair	Mark's ACADEMY	\$\$2,150.0000
3	Rosina	AMjAd	St Johns college	&1,660.75
4	vineta	Juman	\$3,100.00	Bart's Academy

Using the table below rewrite the information, correcting ALL errors. The first row (Row 1) shows the correct format.

	FIRST NAME	LAST NAME	SCHOOL	FEES
1	Kim	Spencer	St John's College	\$2,500.00
2				
3				
4				

Total 10 marks

GO ON TO THE NEXT PAGE

8. In recent years communication technology has been used for both social and business activities.

(a) Identify TWO current communication technologies.

(2 marks)

(b) State TWO advantages of using EACH of the technologies identified in (a) above.

(4 marks)

Total 6 marks

9. The retention of files is a critical activity in the maintenance of an electronic filing system (EFS).

(a) State TWO **other** activities that are critical for the maintenance of an EFS.

(2 marks)

(b) State TWO examples of EACH of the activities stated in (a) above.

(4 marks)

Total 6 marks

GO ON TO THE NEXT PAGE

10. The flyer below is advertising “Cassie in Action”, a new movie starring Macy T which was just released by UG Studios.



Brad decided to make some quick cash by making copies of the movie for sale in the mall.

- (a) State TWO of Macy T’s rights that are NOT being protected.

(2 marks)

- (b) What should UG Studios have done to prevent this from happening?

(1 mark)

Total 3 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

FORM TP 2014063



TEST CODE 01251020

MAY/JUNE 2014

CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 20 minutes

07 MAY 2014 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of a speed test (Question 1) and **THREE** other questions which you should file on the storage medium for printing later. The Invigilator will give you instructions about arrangements for printing your documents.
2. Question 1 is provided as an insert. The invigilator will time Question 1 for **TEN** minutes. At the end of ten minutes, the invigilator will tell you to stop and save your work. This question will be collected. You will continue working on Questions 2, 3 and 4.
3. Answer **ALL** questions.
4. Read all instructions carefully before attempting each question.
5. The 2 hours 20 minutes allocated should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	speed test (Question 1)
10 minutes	–	reading time
1 hour and 50 minutes	–	responding to Questions 2, 3 and 4.
6. Report any defect in the machine to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.
7. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
8. Begin each answer on a separate sheet.
9. Print on one side of the paper only, unless otherwise instructed.
10. Key your candidate number in the upper right-hand corner of each sheet of paper.
11. Uncorrected errors will be penalized.
12. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

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01251020/F 2014



Answer ALL questions.

Question 2

Time: 40 minutes

- (a) Produce the main document and the data file, following ALL instructions.
- (b) Using A4 or letter size paper, create a suitable letterhead with an appropriate logo, using the information below

5th Annual Regional Forum on Primary Education, Secretariat: 3rd Avenue George Lane, Bridgetown, Barbados. Telephone: 555-8765; Facsimile 555-8766. Email: info@edufor.org
- (c) Using the letterhead, create the letter in semi-blocked style, with the following margins:
1" (2.54 cm) top and bottom; 1.25" (3.175 cm) left and right.
- (d) Save the main document as **letter**.
- (e) Print ONE copy of the main document showing the fields.
- (f) Create the data file from the information given on page 5.
- (g) Save the data file as **data1**.
- (h) Sort the data file by last name.
- (i) Save the sorted data file as **data2**.
- (j) Print ONE copy of the data files, **data1** and **data2**, showing the records.
- (k) Merge the documents (**letter and data2**) and print the FIRST and LAST letters.
- (l) Produce and print an envelope addressed to Mrs. Bianca Madison.

GO ON TO THE NEXT PAGE

Question 2 cont'd

(LOGO)

REF5/FAW/Candidate's Initials

Today's date

<< Title >> << First-Name >> << Last-Name >>,
 << Position >>,
 << Company >>,
 << Address 1 >>,
 << Address 2 >>.

<< Greeting Line >>

The 5th Annual Regional ^{/on} Primary Education UC
 Forum will be held in Barbados from Nov. — in full
 18 to 20, 2014.

As you know, this is an opportunity for
 primary school educators from around the
 region to share their knowledge and skills
 with their colleagues

Kindly let us know by July 15, 2014 if you
 are able to make the presentation. Please
 email Mrs. Ferida Blackman at
 F.Blackman@edufon.org with your response.

GO ON TO THE NEXT PAGE

Question 2 cont'd

We look forward to hearing from you.

Yr
Sincerely,

Fay-Ann Walker (Mrs.)
Co-ordinator

We are inviting you to share yr knowledge
with yr colleagues by delivering a presentation
bold on "<<Presentation-Topic>>" ^{which would} ~~to~~ be delivered ^{stet}
italics during the morning session on <<Presentation-Date>>.

The subject of this letter is
"Invitation to make a Presentation"

Question 2 cont'd

Addresses

- ① Miss Carol-Ann
Massiah
Principal
West St. Ann's Primary
School
St. Ann's
JAMAICA
Leading and Managing in
the 21st Century
Nov. 18, 2014

- ③ Mr. Michael Brown
IT Coordinator
Kingstown Primary
School
Kingstown
St. Vincent and the
Grenadines
Technology Tools
for Teaching and
Learning
November 19, 2014

- ② Mrs. Bianca Madison
Head of Department - English
St. Clement's Preparatory
School
St. Clements
St. Philip
BARBADOS
Designing Literacy Materials
Nov. 18, 2014

- ④ Dwayne Layne, PhD
Head of Mathematics
Castries Elementary
School
Castries
St. Lucia
MathMap - The ^{Road} ~~Route~~ to success . set
uc
Nov. 20, 2014

Total 32 marks

GO ON TO THE NEXT PAGE

Question 3**Time: 30 minutes**

- (a) Type the document on page 7 in a spreadsheet using landscape orientation. Follow ALL instructions.
- (b) Complete the spreadsheet to show:
 - (i) Balance Owed
 - (ii) Total Fee
 - (iii) Total Amount Paid
 - (iv) Average Fee
 - (v) Average Amount Paid
- (c) Centre spreadsheet vertically and horizontally.
- (d) Create a column chart with the title "Payments to Date" which shows the total fees and total payments to date. All axes should be labelled.
- (e) Save the document as **spreadsheet** and print the spreadsheet and chart on separate pages.

GO ON TO THE NEXT PAGE

Question 3 cont'd

5th Annual / Regional Forum on Primary Education
November 18 - 20, 2014
Registration to date

caps
20 pt font
centred across
data

In full

	NAME	REGISTRATION INFO.		
		FEE	AMOUNT PAID	BALANCE OWED
1	MONICA FRANCOIS	125	125	
2	JERMAINE LYNCH	250	275	
3	MARISSA GELLINEAU	250	225	
4	KIMON BATSON	300	300	
5	YUSUF ALI	300	300	
6	ANTON SNAROVSKY	300	275	
7	SUMAYA BADAL	125	125	
TOTAL				
AVERAGE				

Grey
shading

All rows are the
same height

Bold outside
border

First name

Centred Footer " All fees quoted are in US currency.

Total 33 marks

GO ON TO THE NEXT PAGE

Question 4 (a)

Time: 40 minutes

- (i) Create the circular letter in semi-blocked style, using margins of 1" (2.54 cm) all around.
- (ii) Follow ALL instructions given.
- (iii) Save as **circular** and print.

Use letterhead created in Question 2.

Date as Postmarked

The 5th Annual Regional Forum on Primary Education will be held in Barbados from Nov. — In full
18 to November 20, 2014 at the Mount Crescent Conference Centre.

All primary school teachers and other interested persons are invited to attend and participate in the sessions

The featured topics are:

Day 1	Keynote address: "Making Education Work"
Day 1	Presentation: "Designing Literacy Materials"
Day 1	Presentation: "Leading and Managing in the 21st Century"
Day 2	Presentation: "Technology Tools for Teaching and Learning"
Day 3	Presentation: "Math Map - The Route to Success"

GO ON TO THE NEXT PAGE

Question 4 (a) cont'd

cont'd

Registration will be opened from August 17, 2014.

Kindly complete the enclosed registration form to secure your place at the ^{forum} ~~conference~~.

▶ We look forward to hearing from you.

Yours sincerely,

Fay-Ann Walker (Mrs.)
Coordinator

Enc.

All queries should be directed to
Mrs. Feraida Blackman at
telephone 555-8765 or
at email address f.blackman@edufor.org

Question 4 (b)

- (i) Create the form below following ALL instructions given.
- (ii) Use equal left and right margins of 1" (2.54 cm) on A4 or letter size paper.
- (iii) Save as **form** and print.

Use same letterhead created for Question 2.

REGISTRATION FORM ← bold, caps
centre

NAME: _____

ADDRESS: _____

COUNTRY: _____

CONTACT ^{CAPS} Numbers: _____ (H) _____ (W) _____ (M)

REGISTRATION:

Early Bird US\$ 250

Full Conference US\$ 300

Day Rate US\$ 125

Date attending ← smaller font

— — ~~g~~ — — ~~g~~ — — ~~g~~ — —

FOR OFFICIAL USE ONLY ← bold, caps
centre

DATE RECEIVED: _____

CONFERENCE NUMBER: _____

CASH
CHEQUE
CREDIT CARD

Total 25 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

FORM TP 2014063TEST CODE **01251020**

MAY/JUNE 2014

CARIBBEAN EXAMINATIONS COUNCIL**CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION****ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT****Paper 02 – General Proficiency****Insert for Question 1****COPY TEST**

Type the following in double line spacing. Use ALL equal margins of 1" (2.54 cm), font: Times New Roman size 12.

Time: 10 minutes

Living Without a Computer

A computer is an important part of modern life, one we can hardly imagine living without. If I were forced to live without a computer, however, I would pursue other interests, socialize with friends and family, and exercise more often.

Without a computer in my home, I would love to play the guitar and without the distraction of social media sites, I would have more time to practise. At other times, I could paint portraits of my family and friends. Painting takes a lot of time and if I had no computer, I would surely have enough time to complete my work. There would also be more time to follow my other interests if someone came and took away my computer.

Not only that, but I could find much more time to socialize with my friends and family in person if my computer disappeared. At my house, during dinner, someone is always plugged into some computer device. As a result, we rarely have conversations with one another. Without the computer to interfere, we might have time to tell each other about what happened to us that day. In addition, we could more easily find more time to talk with old friends on the telephone, or maybe, even visit them.

GO ON TO THE NEXT PAGE

Most importantly, lacking a computer would give me a big increase in the time available for exercise. With extra time, I could take long walks or go on an enjoyable hike in the hills. Another exercise I could do more often would be to go swimming or to an aerobics class at the community centre near my home. Having more exercise would provide big health benefits to me.

Exercising frequently, socializing with friends and family, and pursuing other interests would be the benefits of having no computer at my home. Just think how much more time I would have if I got rid of my television, too!

Total 10 marks

FORM TP 2014064

TEST CODE **01251032**

MAY/JUNE 2014

CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 032 – General Proficiency

1 hour 50 minutes

06 JUNE 2014 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of **TWO** questions which you should file on the storage medium for printing later. The Invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before attempting each question.
4. The 1 hour 50 minutes allocated should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	reading time
1 hour and 30 minutes	–	responding to ALL the questions.
5. Report any defect in the machine to the Invigilator who will make the appropriate notation and indicate on your folder any time lost. The Invigilator will also record this information on the Supervisors' Irregularity Report.
6. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
7. Begin each answer on a separate sheet.
8. Print on one side of the paper only, unless otherwise instructed.
9. Key your candidate number in the upper right-hand corner of each sheet of paper.
10. Uncorrected errors will be heavily penalized.
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01251032/F 2014



Answer ALL questions.

Questions on this paper MUST be completed using the appropriate production tools.

Question 1

Read the information below and produce the required documents.

In October 2013, the gymnasium of Marcus Academy was razed by fire. As part of the final project by the Drama Department on behalf of the graduating class of 2014, a grand fundraiser is being planned in the form of a dinner and theatrical production of the Agatha Christie play “Murder on the Orient Express”.

The anticipated expenses are \$10,000.00 which include the rental of the venue, furniture rental, insurance, catering, props and a contingency fee. The contingency fee should be the difference between the total of the other expenses and the budget of \$10,000.00.

Time: 10 minutes

- (a) A draft budget has been started, which shows the anticipated expenses.

Expenses

Venue Rental	\$500.00
Furniture Rental	\$350.00
Catering	\$5,000.00
Insurance	\$1,500.00
Props	\$1,000.00
Contingency Fee	
	<u>\$10,000.00</u>

- (i) Complete the budget to determine the contingency fee.
- (ii) It is hoped that the event makes a profit of \$10.00 per ticket. The venue should have the capacity to seat 500 persons. Based on the anticipated expenses, calculate the cost of ONE ticket.

Note: Expense per person is the total expenses divided by the estimated number of guests.

Cost of Ticket

Total Expenses	\$10,000.00
Estimated number of guests	500
Expense per person	
Anticipated profit per ticket	\$10.00
Ticket cost	

(14 marks)

GO ON TO THE NEXT PAGE

Time: 25 minutes

- (b) (i) Prepare a short proposal, for submission to the school board, using block style. The proposal **MUST** include:

- An introduction
- The venue to stage the production
- The proposed budget created in 1 (a) (i) inserted and centred
- The date and time of the event
- The estimated number of guests
- The estimated cost per ticket
- A conclusion

All subheadings must be bold and centred.

- (ii) Prepare a cover letter to accompany the proposal. Correspondence should be sent to Mr Jerome Khan, Chairman of the Board, Marcus Academy, Westmoreland, Jamaica.

All correspondence must be sent from Mrs Eileen Jones, Head of the Drama Department.

(25 marks)

Time: 15 minutes

- (c) Design an appropriate flyer promoting the event. The flyer **MUST** have:

- A border
- WordArt
- Appropriate clipart
- Date, time, venue of the event
- Cost of the event

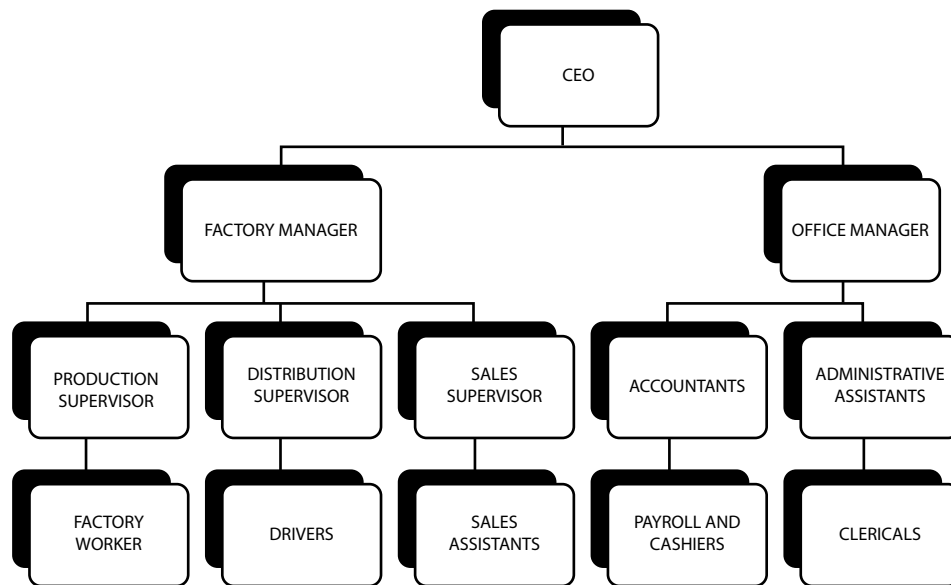
(21 marks)

Total 60 marks

GO ON TO THE NEXT PAGE

Question 2**Time: 40 minutes**

The Pop Soda Company is in the process of restructuring. There have been some major changes in the management of the company, with some divisions being merged and some being phased out completely. The organization chart below shows the original structure of Pop Soda Company.

ORGANIZATION CHART

(a) The following changes have been implemented:

- A new human resource manager has been hired to oversee both the factory manager and office manager.
- The sales and distribution units have merged to form the sales unit.
- The payroll unit and the cashiers have been separated.

Create an organization chart that reflects the new structure of the company. **(26 marks)**

(b) Draft an email from the CEO, (ceo@popsoda.com), to all members of staff advising them of the changes in the organizational structure, which will be implemented from 1 August 2014.

(14 marks)

Total 40 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

FORM TP 2015062



TEST CODE **01251010**

MAY/JUNE 2015

**CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 01 – General Proficiency

THEORY

1 hour

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This paper consists of TEN questions.
2. Attempt ALL questions.
3. Write your responses in the spaces provided in this booklet.

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01251010/F 2015

Answer ALL questions.

1. Stephen and Susan Samaroo have recently opened a plant nursery. They wish to use Information Technology to complete some of their business tasks. Suggest the MOST appropriate type of software that should be used to perform EACH of the following.

(a) Design flyers and brochures

.....
(1 mark)

(b) Prepare letters and memos

.....
(1 mark)

(c) Create receipts and invoices

.....
(1 mark)

Total 3 marks

2. Explain TWO **main** purposes of an electronic database management system.

.....

.....

.....

.....

.....

.....

.....

.....

Total 4 marks

GO ON TO THE NEXT PAGE

3. In recent years, computers have been used to complete tasks which were previously performed manually. Explain TWO advantages and TWO disadvantages of this increased computer use.

This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the page.

Total 8 marks

4. The table below shows a list of tasks to be completed. Using the list below, complete the table to show the MOST appropriate stationery for EACH task.

Forms Letterheads Index cards

Memos Labels Templates

	Task	Stationery
(a)	Preparing a one-page letter advising new clients of the company's products	
(b)	Notifying staff of an upcoming meeting	
(c)	Addressing envelopes for the mass mailing of correspondence to customers	
(d)	Designing a standard layout for the company's new website	

Total 4 marks

5. Michael, a student at Carson Community College, was speaking with his professor about plagiarism and its effects.

- (a) Explain what is meant by the term 'plagiarism'.

.....

.....

.....

(2 marks)

- (b) Suggest TWO ways in which plagiarism may be avoided.

.....

.....

.....

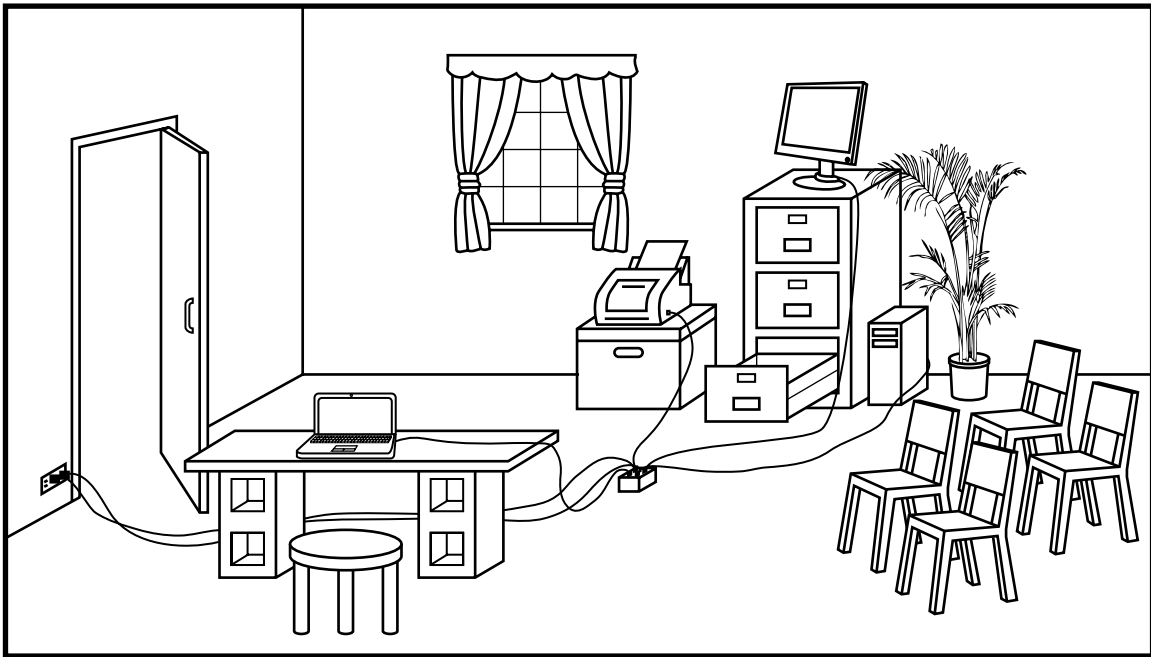
.....

(2 marks)

Total 4 marks

GO ON TO THE NEXT PAGE

6. The picture below shows an office layout. Study the picture then answer the questions that follow.



- (a) Identify FIVE health and safety issues associated with the use of the computer in this office by circling them in the picture. **(5 marks)**
- (b) Suggest THREE ways in which the work environment could be made more suitable in the office.

.....

.....

.....

.....

.....

.....

(3 marks)

Total 8 marks

7. Read the passage below then answer the questions which follow.

The principal shared important (**advice/advise**) about the (**increment/inclement**) weather. (**Its/It's**) important that each of you (**buy/buys**) a raincoat umbrella or hat he stated he also noted that no parents would be (**allowed/aloud**) to go on the tour

- (a) From the words given in brackets, circle the word which correctly completes EACH sentence.
(5 marks)
- (b) Make corrections to the passage by inserting the appropriate punctuation marks.
(5 marks)

Total 10 marks

8. Communication is an important part of the day-to-day operations in a business.

State THREE factors to be considered in selecting the BEST method of communication.

.....

.....

.....

.....

.....

.....

Total 3 marks

9. Outline TWO desirable work habits that should be exhibited by all employees. Highlight the benefits of EACH habit to organizations.

Habit 1:

Benefit:

.....

.....

.....

Habit 2:

Benefit:

.....

.....

.....

Total 4 marks

10. In the space provided, write what is meant by EACH manuscript sign shown below.

Manuscript Sign	Meaning
°/	

Total 2 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.



FORM TP 2015063

TEST CODE 01251020

MAY/JUNE 2015

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 20 minutes

06 MAY 2015 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of a speed test (Question 1) and THREE other questions which you should file on the storage medium for printing later. The invigilator will give you instructions about arrangements for printing your documents.
2. Question 1 is provided as an insert. The invigilator will time Question 1 for TEN minutes. At the end of ten minutes, the invigilator will tell you to stop and save your work. This question will be collected. You will continue working on Questions 2, 3 and 4.
3. Answer ALL questions.
4. Read all instructions carefully before attempting each question.
5. The 2 hours 20 minutes allocated should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	speed test (Question 1)
10 minutes	–	reading time
1 hour and 50 minutes	–	responding to Questions 2, 3 and 4.
6. Report any defect in the machine to the invigilator who will make the appropriate notation and indicate on your folder any time lost. The invigilator will also record this information on the Supervisors' Irregularity Report.
7. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
8. Begin each answer on a separate sheet.
9. Print on one side of the paper only, unless otherwise instructed.
10. Key your candidate number in the upper right-hand corner of each sheet of paper.
11. Uncorrected errors will be penalized.
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01251020/F 2015



Answer ALL questions.

Question 2 (a)

Time: 25 minutes

- (i) Produce the document below, following ALL instructions.
- (ii) a) Use A4 or letter size paper to create a suitable letterhead using the information below:
The Legal Aid Bureau, 56 Manley Avenue, Kingston, Jamaica.
b) Create a footer with the following information:
Telephone 876-333-3344, Facsimile 876-333-3345, Email: help@legalaid.org
- (iii) Using the letterhead, create the letter in semi-blocked style, with the following margins:
1" (2.54 cm) top and bottom; 1" (2.54 cm) left and right.
- (iv) Save the document as **job**.
- (v) Print **job**.

The Legal Aid Bureau

Ref: (candidate's initials)
(Insert today's date)

Word Art
Bold
Font size
16

We are pleased to offer you employment at the Legal Aid Bureau. We feel that your skills and background will be valuable assets to our team. If you have been assigned to work in our administration and Finance Section. ~~PP~~ Your immediate supervisor will be Mr. Louis D'Souza, Senior deputy director. You are expected to commence work on August 15th, 2015. The starting salary is JMD \$150,000 monthly.

GO ON TO THE NEXT PAGE

Question 2 cont'd

NP. If you choose to accept this offer, please sign the contract and return it to us on or before July 1st 2015. The enclosed contract of Employment contains outlines information pertinent to the position being offered.

We look forward to welcoming you as an employee at the Legal Aid Bureau and hope you will enjoy working with us.

yrs. sinc

Basil Williams

enc.

Addressee
Mr. John Bright
Smith Street
Kingston, Jam.

Question 2 (b)

Time: 30 minutes

- (i) Produce the following contract of employment, following ALL instructions. Use the following margins: 1" (2.54 cm) top and bottom, 1" (2.54 cm) left and right.
- (ii) Use the table function to create the required columns.
- (iii) Save the document as **contract**.
- (iv) Print **contract** on legal paper.

CONTRACT OF EMPLOYMENT

THIS CONTRACT OF EMPLOYMENT is made between MR. BASIL WILLIAMS of THE LEGAL AID BUREAU (hereinafter called 'the Employer') of the one part and MR. JOHN BRIGHT of SMITH STREET GREATER GEORGETOWN (hereinafter called 'the Employee') of the other part.

WHEREBY both Employer and the Employee agree to the terms and conditions stated herein.

- | | |
|----------------------------|--|
| 1. Employee's Job Title: | Finance Officer. |
| 2. Hours and days of work: | Mon to Fridays from 8:00 am to 4:30 ^{PM} with one hr. lunch. |
| 3. Basic Salary: | One hundred and fifty thousand dollars monthly. |
| 4. Payment: | Payment shall be made during the third week of the month to the bank account number submitted by the <u>employee</u> . |

GO ON TO THE NEXT PAGE

Question 2 cont'd

5. duration of
Contract:

One year

6. Attendance: The employee is expected to be punctual and to sign the time of arrival and departure in the attendance register.

7. Insurance: The Employer shall register the employee with the National Insurance Scheme and make the legally required deductions from the employee's salary.

The employee shall notify his supervisor in advance of any lateness or absence.

GO ON TO THE NEXT PAGE

8. Termination of Contract:

The contract can be terminated by either party giving 1 calendar month's notice in writing.

Format the document to allow for Employer signature, employee signature and two witnesses.

Should the Employee be absent more than three consecutive days he must submit a medical certificate.

Insert as third paragraph in section # 6 of Contract.

Total 38 marks

GO ON TO THE NEXT PAGE

Question 3

Time: 35 minutes

- Type the document below in a spreadsheet, following ALL instructions.
- Bold and capitalize all subheadings.
- Use formulae to find the totals for each section.
- Save the document as **Balance Sheet**.
- Create a pie chart to show **total current assets** and **total current liabilities** of the company. Include a suitable title and labels.
- Save the pie chart as **Pie** on a separate sheet.
- Print **Balance Sheet** and **Pie**.

The Legal Aid Bureau.
Balance Sheet as at (insert date)

Assets

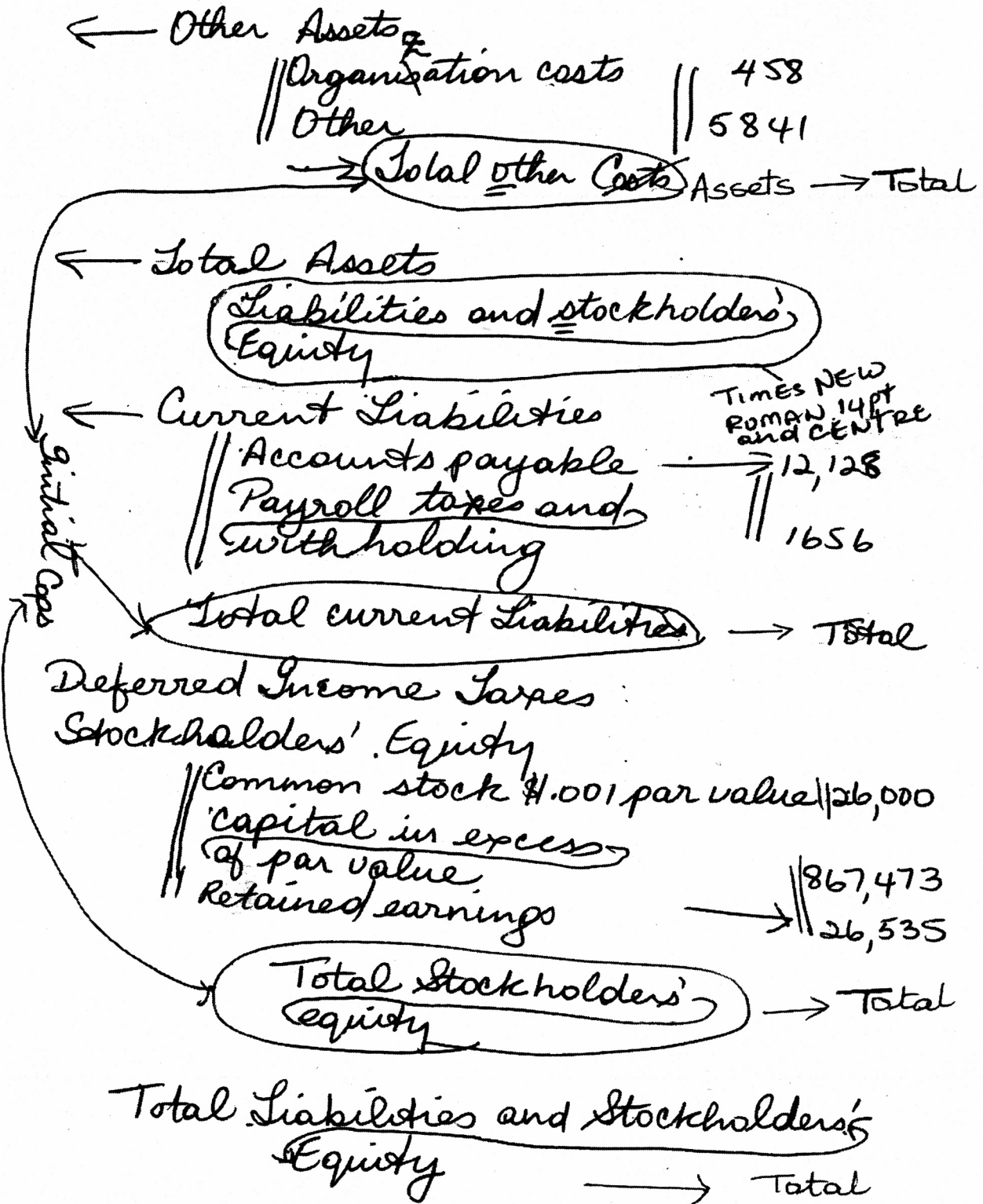
Times New Roman
font size 14
bold, centre

Current assets	
Cash in Bank	711,922
Accounts rec. Trade	51,746
Accrued int. rec.	9,347
<u>marketable equity</u>	6,584
<u>Securities</u>	
→ Total current Assets.	→ Total
Property and Equipment	
Land	20,000
<u>Office furniture and equipment</u>	2,278
Oil and gas properties	132,596
→ Total Properties and Equipment	

Initial Caps

GO ON TO THE NEXT PAGE

Question 3 cont'd



Total 29 marks

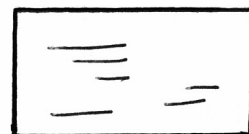
GO ON TO THE NEXT PAGE

Question 4 (a)

Time: 20 minutes

- (i) Design a business card for the new employee (Mr Bright) of The Legal Aid Bureau using the information in Question 2.
- (ii) Save as **Card**.
- (iii) Print 8 to 10 business cards on 1 sheet of A4 or letter size paper.

Insert an appropriate graphic.
Insert border around each card.



The font size for name of ^{Times New Roman} Company should be 10 pt, all caps and bold.

The card must include the company's name, address and contact numbers.

The name of the Company should be done in Wordart

Question 4 (b)

Reproduce the flyer below, replacing the brackets with the appropriate information.

**ARE YOU IN A SITUATION WHERE YOU
THINK YOU MAY NEED LEGAL HELP BUT
CANNOT AFFORD IT ????????????**

CONTACT YOUR COMPANY

(***)**

**WE OFFER FREE LEGAL COUNSEL TO ELIGIBLE PERSONS
IN THE FOLLOWING AREAS:**

CHILD SUPPORT, EVICTION, DIVORCE



CALL AND ASK FOR

Agent: (***)**

Tel: (***)**

WE ARE ALWAYS WILLING TO LISTEN

Total 23 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

FORM TP 2015063



TEST CODE 01251020

MAY/JUNE 2015

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Insert for Question 1

COPY TEST

Type the following in double line spacing. Use ALL equal margins of 1" (2.54 cm), font: Times New Roman size 12.

Time: 10 minutes

A Second Chance

The second chance you've been waiting for is FINALLY here! The Caribbean Examinations Council (CXC) in association with the United States Agency for International Development (USAID) officially launched The Strengthening Second Chance Education Programme (Second Chance). *Second Chance* is an initiative over three years and will primarily target "at-risk" youth 16-35 years old across nine Caribbean territories.

"At-risk" youth are persons who have experienced poor life outcomes in general. These include, but are not limited to, school failure; teenage parenthood; economic dependency, drug use; poor school performance; physical disabilities and unemployment. It is expected that this educational programme will encourage them to take the first step in securing a better, brighter future.

GO ON TO THE NEXT PAGE

The goal of *Second Chance* is to build a sustainable infrastructure that will allow at-risk groups of all interests and abilities to access programmes that may lead to the development of valuable life skills, training/retraining for the world of work, portable certification, and a continuing education platform for future development. The programme will be offered at participating learning institutions (Second Chance Institutions) and will provide a tangible element in the form of the CXC's Caribbean Vocational Qualification Levels 1 and 2, and the Caribbean Certificate of Secondary Level Competence to those who successfully complete their programmes.

Recent research within the local business community suggests there are opportunities for at-risk youth to be employed but they must exhibit basic job skills suited for the job for which they are applying, possess social and communication skills, be professional at all times, have a positive attitude, demonstrate willingness to learn, have ambition and be time sensitive.

The programme is expected to be offered at Second Chance Institutions (SCIs) in the nine territories at the start of the next school year, September 2013.

Caribbean Examinations Council
April 2013

Total 10 marks

FORM TP 2015064

TEST CODE **01251032**

MAY/JUNE 2015

CARIBBEAN EXAMINATIONS COUNCIL
CARIBBEAN SECONDARY EDUCATION CERTIFICATE®
EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 032 – General Proficiency

1 hour 50 minutes

05 JUNE 2015 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of **TWO** questions which you should file on the storage medium for printing later. The invigilator will give you instructions about arrangements for printing your documents.
2. Answer **ALL** questions.
3. Read all instructions carefully before attempting each question.
4. The 1 hour 50 minutes allocated should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	reading time
1 hour and 30 minutes	–	responding to ALL the questions.
5. Report any defect in the machine to the invigilator who will make the appropriate notation and indicate on your folder any time lost. The invigilator will also record this information on the Supervisors' Irregularity Report.
6. An adequate amount of stationery will be supplied. Select the appropriate paper for each answer.
7. Begin each answer on a separate sheet.
8. Print on one side of the paper only, unless otherwise instructed.
9. Key your candidate number in the upper right-hand corner of each sheet of paper.
10. Uncorrected errors will be heavily penalized.
11. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless otherwise instructed.

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01251032/F 2015



Answer ALL questions.**Questions on this paper MUST be completed using the appropriate production tools.**

- All documents should be typed on A4 or letter size paper, with a left margin of 1.25" (3.0 cm) and all remaining margins at 1" (2.54 cm).
- All correspondence must come from Sumaya Arias, Human Resources Director.

Use the information in the passage below to answer the questions on this paper.

PB&J Consulting is a marketing firm which employs more than 500 persons across the Caribbean, and whose main office is in Sint Maarten. Branch offices are located in Barbados, Suriname, Antigua, Turks & Caicos and Saint Lucia. Twice yearly, orientation meetings are conducted for employees who join the firm – in June for those who join between January and June and in December for those who join between July and December. Although new employees are given an orientation package on their first day, these meetings give them the opportunity to raise any questions they may have and to meet the senior members of the PB&J management team.

The first orientation meeting for 2015 will be held on 30 June 2015 at the Pebbles Hotel, Cambridge, Sint. Maarten. PB&J Consulting will arrange for local and overseas transportation for all new employees to attend the meeting.

GO ON TO THE NEXT PAGE

Question 1

Time: 30 minutes

- (a) Prepare a Notice of Meeting to be sent to all PB&J Caribbean offices notifying them of the upcoming orientation meeting, scheduled for 9:00 A.M. (8 marks)
- (b) The agenda for the meeting is shown below. Prepare the agenda and save the document as **Agenda**.

1) Welcome & Introductions

2) Conditions of Service.

a. Vacation Leave

b. Sick Leave

c. ~~Training Opportunities~~ %

d. ~~Productivity Bonus~~ %

Other Benefits

(11 marks)

- (c) (i) Prepare the following document and save as **Memorandum**.
(ii) Print ALL documents that were prepared.

Prepare memo for each office

Memorandum 16 pt font
All caps

To: HR Manager
 << Office >>

From: Sumaya Arias, HR Director

Date: << Insert Today's date >>

Subject: June Orientation Meeting — CAPS

Insert candidate number as the reference

Please see attached the following documents:

Notice of Orientation meeting } bulleted
Agenda of meeting } list

PTD

Kindly ensure that all new employees hired between Jan 1 and Jun 15 are advised.

Please forward to the main HR office by Jun 17 the list of participants so that adequate travel arrangements can be made.

Thank you for your usual cooperation.

SA / «candidate's initials»

ATT: 2:

Anyone who joins the company after Jun 15 should participate in the orientation meeting scheduled for Dec.

All correspondence to be copied to the Managing Director of each office

Write out the months - no abbreviation

(19 marks)

Total 38 marks

GO ON TO THE NEXT PAGE

Question 2**Time: 1 hour**

- (a) (i) Using the agenda items in Question 1 as a guide, create a PowerPoint presentation for the orientation meeting.
- Prepare the presentation with 4 to 6 slides including a title slide.
 - The slides should contain at least two topics to be discussed under EACH agenda item.
 - All slides are to be in landscape orientation and numbered.
 - A suitable and professional background should be used.
- (ii) Save the presentation as **Orientation**.
- (iii) Print the slides using the 3-slides per page option.

(15 marks)

- (b) Using a spreadsheet, prepare the table on page 7 following ALL instructions.
- (i) The table should be done on either A4 or letter size paper, using landscape orientation.
- (ii) A suitable title should be included.
- (iii) “June Orientation Meeting” should be entered as a footer on the right side of the page. This should be in italics.
- (iv) The table should be centred horizontally and vertically on the page.
- (v) Save the worksheet as **Orientation Costs**.
- (vi) Print **Orientation Costs**.

(30 marks)

GO ON TO THE NEXT PAGE

NO.	Employee Name	Territory	Length of Stay	Cost of Airfare US\$
1	Suzette Brathwaite	St Maarten	0	0
2	Muhammed Desai	St Lucia	3	540
3	Kimberley Ripe	Suriname	4	734
4	Sherwin Wood ↑	Barbados	3	650
5	Fay-Ann Taylor ↓	Antigua	3	585
6	Mariah Swift	Turks & Caicos	4	650
7	Edwin Thomas	St Maarten	0	0
8	Onar Streats	St Lucia	3	540
9	Joy Joseph	Suriname	4	734
10	Catherine Ashby	St Maarten	0	0
Total Overall Costs				

Bold and
Shade headings

Add the following
columns:

• Total Accommodation US\$

• Total Cost US\$

The accommodation
rate is US\$ 50 per
day.

Format all
cost columns

as currency,
two decimal
places.

Total Overall Costs

— This row totals all currency columns

- (c) (i) As one of the participants in the orientation meeting, you have been selected to write the Vote of Thanks. This should be typed on A4 paper in double-line spacing, fully justified.

The content should include:

- Expression of thanks for the invitation
- A summary of the activity
- Highlighting the most enjoyable aspects
- Two things learned as a participant

- (ii) Save the document as **Vote** and print.

(17 marks)

Total 62 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.