SYLLABUS

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

CXC 34/G/SYLL *24*

Effective for examinations from May–June 2026

CSEC®

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Electronic Document Preparation and Management Syllabus

◆ RATIONALE

Computerization has revolutionized the way documents are created, stored and transmitted. It has facilitated greater efficiency and more innovative ways of sharing information. The computer continues to be an indispensable tool in the world of work. The ability to use the computer provides essential skills for prospective employees in the fields of data preparation and data management.

Students seeking opportunities in the world of work or pursuing further studies must develop competence and proficiency in the use of computers and related electronic hardware devices. The Electronic Document Preparation and Management (EDPM) syllabus is designed to equip students with knowledge and computer-related skills required to enhance the performance of *educational*, clerical and administrative tasks *for a wide range of careers and industries.*

The syllabus seeks to instil *the* tenets of the Ideal Caribbean Person as articulated by the CARICOM Heads of Government. To this end, the syllabus contains objectives and content intended to foster the development of an individual who *displays a strong appreciation of moral and* ethical behaviours *including responsibility for and accountability to self and community, demonstrates a positive work ethic and values and displays the creative imagination in its various manifestations and nurtures its development in the economic and entrepreneurial and other spheres of life*. Such a person demonstrates *understanding and respect for* the divergent beliefs and perspectives of individuals, multiple literacies, independent and critical thinking, and a positive work ethic. Such a person values teamwork and is emotionally secure with a high level of self-confidence and self-esteem. In addition, the syllabus conforms to UNESCO's *Five* Pillars of Learning-*to know, to do, to be, to live together and to transform oneself and society. This will be achieved using varied learner-centered approaches to teaching*, learning, *assessment as well as research,* and by promoting the personal growth *and* decision-making capabilities of students.

The EDPM syllabus will provide a holistic approach to *the* acquisition of knowledge and the development of *Twenty-first century skills.* It is suited for candidates pursing any discipline, as the competencies and skills developed in the preparation and management of electronic documents are interdisciplinary and imperative in the world of work or in the pursuit of further studies.

◆ AIMS

The syllabus aims to:

1.   develop an understanding of the importance of Information and Communication Technology (ICT) in a modern office environment;

2.   equip students with the requisite *research and technical* skills to assume clerical and administrative roles;

3.   lay the foundation for career development and advancement in a business environment;

4.   develop knowledge and skills useful for specialized training for secondary, post-secondary studies, and future careers;

5.   *foster* the development of *disciplined and ethical behaviours in research, document preparation and management;*

6.   develop effective *and creative* document *preparation and* management capabilities;

7.   enhance the quality of life and foster personal growth and development*; and,*

8.   *foster the development of Twenty-first century skills and the ability to interpret, analyse, evaluate and present data and assignments.*

♦ GENERAL OBJECTIVES

On completion of the syllabus, students should:

1.   develop an awareness *ICT and its* impact on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3.   *develop the knowledge, skills and competencies to conduct credible research;*

4.   demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

5.   *demonstrate an understanding of the knowledge and skills needed to* create *and prepare* documents in accordance with *required* standards;

6.   *demonstrate the competence to* interpret correction signs and terminologies used in document preparation;

7.   *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

8.   *demonstrate an appreciation of* the importance and effectiveness of manipulating data in an electronic environment;

9.   develop *the skills to select and use* appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

10.   *develop an* appreciat*ion of* the value of *desirable habits and work attitudes* in the preparation of documents;

11.   *demonstrate the ability to* adopt ethical *and safety* standards in preparing, storing and retrieving electronic documents *and in online interactions; and,*

12.   *demonstrate the Twenty-first century skills and the ability to interpret, analyse, evaluate and present data and assignments.*

◆ ORGANISATION OF THE SYLLABUS

The syllabus is arranged in nine sections, sub-divided into specific objectives and corresponding content.

SECTION I	–	FUNDAMENTALS OF COMPUTIING
SECTION II	–	KEYBOARD MASTERY
SECTION III	–	INTRODUCTION TO APPLICATION SOFTWARE
SECTION IV	–	USE OF APPLICATION SOFTWARE
SECTION V	–	BUSINESS DOCUMENT PREPARATION
SECTION VI	–	SPECIALISED DOCUMENT PREPARATION
SECTION VII	–	ELECTRONIC COMMUNICATION
SECTION VIII	–	DOCUMENT MANAGEMENT
SECTION IX	–	ETHICS

The arrangement of the syllabus does not necessarily represent a teaching order. Each section consists of specific objectives and corresponding content on which the examinations will be based.

◆ SUGGESTED TIMETABLE ALLOCATION

It is recommended that a minimum of five 40-minute periods per week or the equivalent be allocated to the syllabus. This time should include at least one double period.

◆ RECOMMENDATIONS FOR TEACHING

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in teaching and learning activities *that* are designed to support a learner-centred approach, encourage collaboration, and utilize appropriate ICT tools while catering to students with various learning styles.

◆ CERTIFICATION

The subject will be examined for certification at the General Proficiency. For this examination, a candidate's performance will be indicated on the certificate by an overall numerical grade on a six-point scale as well as by a letter grade for each of three profile dimensions, namely, *Knowledge and Comprehension, Application and Interpretation and Analysis.*

The School-Based Assessment component for this syllabus is aligned to selected units within the regional qualification of the Caribbean Vocational Qualification (CVQ*). Through this integration, once all requirements for issuing the CVQ* are met, every student with acceptable grades will receive a Statement of Competence to recognise their competencies in selected units from the Level 1 Caribbean

Vocational Qualification (CVQ) in Data operations (**CCITI10106**). The decision to award competencies will be based on the quality and relevance of the pieces of evidence presented for the occupational area.*

♦ DEFINITION OF PROFILE DIMENSIONS

1.   Knowledge and Comprehension

The ability to:

(a)   list procedures;

(b)   identify facts and information;

(c)   state principles; and,

(d)   critically analyze procedures, actions and situations related to electronic document preparation and management.

2.   *Application*

(a)   use knowledge in unfamiliar circumstances (develop critical thinking skills);

(b)   formulate plans to manage activities in an office environment; and,

(c)   accurately produce a finished product within a specified time using professional standards, demonstrate competency in the use of technology to design and complete documents.

3.   *Interpretation and Analysis*

(a)   select, organize, interpret and present data in various forms; and,

(b)   demonstrate competency in the analysis and use of information to solve problems.

♦ FORMAT OF THE EXAMINATIONS

The examinations will be offered at General Proficiency only and will consist of external and internal examinations worth 60 per cent and 40 per cent, respectively, of the total mark.

EXTERNAL ASSESSMENT   (60 per cent)

Paper 01 (1 hour 30 minutes)	The Paper will consist of 60 multiple-choice items, from all Sections of the syllabus.

Questions will test *ALL* profile dimensions, Knowledge and Comprehension, *Application and Interpretation and Analysis*. Marks will be allocated to each profile dimension as follows:

Knowledge and Comprehension	-	*35 marks*
Application	-	*15 marks*
Interpretation and Analysis	-	*10 marks*

Online administration only.

Paper 02
(2 hours *10 minutes*)
120 marks

This paper will comprise FOUR questions for a total of *120* marks.
The questions will assess candidates' ability to prepare letters, manuscripts, tables, reports, business forms and creative displays.
The marks will be allocated to two profile dimensions as follows:

Knowledge and Comprehension	-	*20 marks*
Application	-	*80 marks*
Interpretation and Analysis	-	20 marks

SCHOOL-BASED ASSESSMENT   (40 per cent)

Paper 031
145 marks

This component of the examination is compulsory for all school candidates and will comprise the following:

(a) **Electronic Document Preparation and Management Research Assignment** *(40 per cent)*

This part of the School-Based Assessment will be worth *60* marks. It will consist of *a research paper and presentation testing each of the three profiles. The marks will be allocated as follows:*

Knowledge and Comprehension	-	5 marks
Application	-	*40 marks*
Interpretation and Analysis	-	*15 marks*

(b) **Preparation of a Portfolio** *(60 per cent)*

This part of the School-Based Assessment is worth *85* marks to be allocated to the three profile dimensions as follows:

Knowledge and Comprehension	-	10 marks
Application	-	*55 marks*
Interpretation and Analysis	-	*20 marks*

Paper 032
(*2 hours*)
95 marks

This Paper is the Alternative to the School-Based Assessment for private candidates. This component of the examination is compulsory for all private candidates and will test the same skills as those tested for in-school candidates. Paper 032 will, as far as possible, mirror the SBA in content, type of tasks and profile

dimensions that are tested. *The Paper will consist of TWO questions, which will be based on scenarios.*

Question ONE, will be research based and the candidate will interpret the data presented in the scenario, state possible titles, propose any research questions, aims, outline possible methodology (quantitative or qualitative) and data collection instruments. Based on sample data provided candidates will also present the data in a recommended format and present any tables and graphs. Candidates will also state conclusions and references from the scenario.

Question TWO will be scenario based, requiring candidates to create specific items for inclusion in a portfolio (see page 43). The marks will be allocated as follows:

Knowledge and Comprehension	- 10 marks
Application	- 70 marks
Interpretation and Analysis	- *15* marks

Online Administration <u>Only</u>

	Paper 01	Paper 02	Paper 031/SBA			Paper 032	Total	Profile Percentage
			Research	Portfolio	Total			
Knowledge and Comprehension (KC)	35	15	5	10	15	10(15)*	65	20
Application(A)	15	85	40	55	95	70(95)*	195	60
Interpretation and Analysis (IA)	10	20	15	20	35	15(35)*	65	20
Total	60	120	60	85	145	95(145)*	325	100
Total %	20	40			40		100	

*Weighted

♦ REGULATIONS FOR PRIVATE CANDIDATES

Private candidates must be registered for the examination through the Local Registrar or approved private institutions *in their respective territories and will be required to sit Papers 01, 02 and 032.*

Paper 032 is designed for candidates whose work cannot be monitored by tutors in recognised educational institutions. The Paper will be of one hour and fifty minutes duration and will consist of two questions.

♦ REGULATIONS FOR RESIT CANDIDATES

Resit candidates must complete Papers 01 and 02 and Paper 032 of the examination for the year for which they re-register.

SBA scores can be carried forward only ONCE and only during the year immediately following the first sitting. In order to assist candidates in making decisions about whether or not to reuse a moderated SBA score, the Council will continue to indicate on the preliminary results if a candidate's moderated SBA score is less than 50 per cent in a particular subject.

Candidates reusing SBA scores should register as "Resit candidates" and must provide the previous candidate number when registering.

All resit candidates may register through schools, recognised educational institutions, or the Local Registrar's Office.

♦ **SECTION I: FUNDAMENTALS OF COMPUTING**

GENERAL OBJECTIVES

On completion of this Section, students should:

1. develop an awareness *of ICT and* its impact on the creation and management of electronic documents;

2. develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment; and,

3. develop the skills to select and use appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. *describe* the computer;	Electronic machine or device that accepts and processes data to produce information. *Input devices/output devices.*
2. *discuss the evolution of the computer;*	*Evolution of the computer:* Mainframe, Minicomputer, Microcomputers including laptop, desktop, smartphones and other current devices. *The main components of a computer system:* (a) *Hardware/software; analog/digital media;* (b) *Input devices/output devices and processes;* (c) *Storage systems; and,* (d) *Peripherals.*
3. discuss the advantages and disadvantages of computer usage;	Advantages and disadvantages of computer usage in terms of speed, accuracy, storage/*retrieval* and reliability*, ergonomics, ethics, cyber security, e-commerce*.
4. explain the use of *modern* input/*output devices*;	Keyboard, touchscreen, mouse, microphone, *digital pens,* scanner, *camera, Monitor, speaker, projector, printer, sound card, video card, GPS, Braille reader, biometric devices, graphic tablets* and other current devices.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	

5. *explain the functionality of devices used for both input and output;*

Tablets, smartphones, touchscreens, phablets.

6. *discuss* various types of *current* storage media and their practical applications;

Compact Disc (CD ROM), Digital Video Disc (DVD), Hard Disk *(fixed and portable),* CD-RW Flash drives and Memory cards, *cloud storage* and other current storage media.

7. distinguish between operating system software and application software;

Operating System Software
Programs that co-ordinate activities among computer devices. They contain instructions that allow the user to run application software.

Computer-based **Application Software**
Programs that perform specific tasks for users, including, word processing software, spreadsheet software, database management software, presentation software, graphic manipulation software and anti-virus software.

Web-based Application Software
Any software application that is not installed on the hard drive of the computer but is accessed via the web including collaborative tools.

8. describe ways of caring for computers and peripherals in the working environment; and,

Caring for computers
Keeping software up to date, install antivirus software, secure back up of files, defrag hard drives, activate firewalls, clean computer screens, avoid eating and drinking close to your computers.

Caring for peripherals
Safely remove devices, use surge protector.

9. *discuss the factors associated with computer use.*

Positive and negative effects *of the factors* **on:**

Health:
Physical, mental, emotional and social. Accessibility by differently abled persons.

Ergonomics and safety:
Effects of extended use.
Environmental impact and sustainability including safety.

SECTION I: FUNDAMENTALS OF COMPUTING (cont'd)

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

Have students:

1. *Work in* small groups *to engage in* research activities which require the gathering of information about computers and computing. In addition to text, they should gather pictures and samples of devices. Each group should present their findings to the class and at the end of these presentations, *clarifications should be provided* where necessary to ensure understanding. The class should combine the pieces in a meaningful way *and the information* displayed for viewing.

2. *Work in pairs to describe a computer to someone who does not know what a computer is. After each pair has presented their description, have students share the similarities in the content then use the information to create an acceptable description of a computer.*

3. *Use cards with information or links to sources (including videos, podcasts, infographics) of information about different parts of the computer and their functions to guide their exploration of parts of the computer. This could also be organized as a WebQuest activity. Teachers would use PowerPoint or an online tool to provide instructions and links to resources which will allow students work independently or collaboratively to explore the content and complete the activity.*

4. *Interact with a display of computer parts (these can be old parts). They will select the name of a part form a container, identify the part selected, describe it, explain the function and place it in the appropriate categories (input, output, processing, storage, hardware, and peripherals).*

5. *Collaborate to research the types of computers that fit the description provided and share the information. As they call their lists, record the information on the whiteboard/flip chart. Vet each suggestion to ensure they fit into the description and can be considered a computer. Based on what the students provided, clarify the three categories of computers – mainframe, minicomputer and microcomputer. Around the classroom, create three areas: mainframe, minicomputer and microcomputer. Students will then use the final list from the brainstorming activity and categorize each item on the list. As they are identified, the students will either move to the designated area that they believe best categorizes the item or place it in the correct column. Points can be awarded for each correct category chosen.*

6. *Collaborate to conduct research and discuss the advantages and disadvantages of computer usage (to include: speed, accuracy, productivity, storage, reliability, ergonomics, ethics, cyber security and e-commerce). Each group should present and defend either the advantages or the disadvantages of computer use, citing relevant sources to support their arguments.*

7. *Brainstorm what are operating system software and application software examples of these and their function. Have them conduct research to confirm the examples and definitions. They will create a glossary with the confirmed list.*

8.   *Organize into groups and research a factor associated with computer use. For example, health, environmental impact and sustainability and creatively present their findings. The peer teaching strategy may be used for this activity.*

9.   *Work in groups of three to produce a presentation highlighting the different types of storage media and their practical applications.*

10.   *View relevant YouTube videos demonstrating the care for computers and peripherals and document the guidelines to be displayed in the class.*

RESOURCES

Jacob, Ann M, and Augustine, A.   *Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.*

Price, D.   *Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.*

Websites

https://edu.gcfglobal.org/en/computerbasics/
https://www.slideshare.net/MissNDuncan/advantages-of-diaadvanatges-of-using-the-computer-pp
https://www.youtube.com/watch?v=z81NV3Z8NXc
https://www.tutorialspoint.com/computer_fundamentals/computer_output_devices.htm
https://edu.gcfglobal.org/en/computerbasics/creating-a-safe-workspace/1/
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

How to Take Care of Your Computer
https://www.voipshield.com/computer-basic-101-how-to-take-care-of-your-computer/

ONLINE QUIZZES

Input/Output devices

https://www.proprofs.com/quiz-school/story.php?title=input-output-devices_1

https://quizizz.com/admin/quiz/5af2709e51d385001ce4362e/input-and-output-devices

Suggested software:

https://www.powtoon.com/

https://www.animaker.com/

♦ SECTION II: KEYBOARD MASTERY

GENERAL OBJECTIVES

On completion of this Section, students should:

1. develop an awareness of *ICT and* its impact on the creation and management of electronic documents;

2. develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3. demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4. develop *the skills to select and use* appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5. *demonstrate* an understanding of the knowledge and skills *needed* to create *and prepare* documents in accordance with *required* standards;

6. *demonstrate the competence* to interpret correction signs and terminologies used in document preparation; and,

7. *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. *use keyboarding techniques effectively*;	Practise and develop speed and accuracy at the keyboard using proper touch keyboarding techniques on alphanumeric keys, *and appropriate proofreading techniques.*
2. *execute* correct posture at the computer;	Practise correct posture, arm reach, seat- height, Screen-to-eye-level contact. *Ergonomic trends, (standing desks, appropriate furniture, lighting and fixtures, posture).*
3. demonstrate competence in the use of special keys;	Apply special keys, for example, Tab, Escape, Insert. Shortcut keys, for example, *C*trl and *A*lt; and Function keys, for example, F1.

SPECIFIC OBJECTIVES	**CONTENT**

Students should be able to:

4. use correct spacing *before and* after punctuation marks *and symbols*;

After full stop, comma, semicolon, colon, question mark, exclamation mark, apostrophe, quotation marks, parenthesis, *hyphen, dash*.

5. *apply* manuscript signs *and abbreviations within context*;

Application of Manuscript Signs *and abbreviations within context.*
(See pages *74-77* for commonly used signs *and abbreviations).*

6. *apply* different types of headings *to documents;*

Main head, sub-head, shoulder, paragraph, marginal, and others; appropriate use of these headings.

7. prepare *mailable* typescript from manuscript or typed notes using accepted rules;

Application of rules governing paragraphing (blocked, indented and hanging paragraphs), inset paragraph, abbreviations, typing of figures and ellipsis, *proofreading, and editing*.

8. apply appropriate language skills to produce a professionally finished document; and,

Correct use of punctuation, grammar, spelling and knowledge of abbreviations.

9. type at a minimum speed of 35 words per minute (wpm) *within a 5 per cent error rate.*

Calculate correct typing speed as well as the correct percentage of error.

Note *Incorporate **all** the skills listed in Specific Objectives 1-8 above.*

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

Have students:

1. *Practice the relevant keyboarding* activities and produce pieces relevant to the SBA assignments. The teacher should therefore identify typing exercises which allow them to practice techniques such as:

    (a)   Positioning fingers correctly on the Home Keys;

    (b)   Using keyboard shortcuts;

    (c)   Typing at a minimum speed of 35 wpm;

    (d)   Preparing typescripts from manuscripts; and,

    (e)   Preparing different documents according to established principles.

2.   *Work in pairs to demonstrate appropriate seating and keying positions. Each peer will utilize a checklist to evaluate and provide feedback to the other person.*

3.   *Work in pairs to practice keyboarding using the tenting strategy. One student covers the keyboard with a sheet of paper while the other student attempts to type the correct keys on the monitor. Alternatively, students can close their eyes or the teacher can issue blindfolds to be used while typing to aid memorization of the keys.*

4.   *Place coins on the top of their hands while trying to type (nickle test). If the coins fall off, they have bad form. This can be done in pairs or individually to aid practice in keyboarding.*

5.   *Participate in speed and accuracy drills at the beginning or end of every session to develop keyboard mastery. A speed and accuracy chart should be used to monitor student development in the skill.*

6.   *Look around the class or the outside environment (enjoying the scenery) while keying in information read by the teacher or a team member. Students will peer review each other's work.*

RESOURCES

Jacob, Ann M, and Augustine, A.   *Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.*

Price, D.   *Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.*

Websites

https://edu.gcfglobal.org/en/typing/
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false
https://www.typingclub.com
https://www.typerush.com/

GAMES:

http://www.educational-freeware.com/category-Typing.aspx
https://www.typingmaster.com/games/typing-games.html
https://www.typingtest.com/?utm_source=typingmastercom&utm_medium=main&utm_campaign=tmmain

ONLINE QUIZZES:

https://www.proprofs.com/quiz-school/topic/keyboarding
https://quizizz.com/admin/quiz/5ba447e6620e1f00193ad2d4/keys-on-the-keyboard

♦ SECTION III: INTRODUCTION TO APPLICATION SOFTWARE

GENERAL OBJECTIVES

On completion of this Section, students should:

1.   develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3.   demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4.   develop the skills to select and use appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5.   *demonstrate* an understanding of the knowledge and skills *needed* to create *and prepare* documents in accordance with *required* standards;

6.   *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development; and,

7.   *develop an appreciation of* the importance and effectiveness of manipulating data in an electronic environment.

SPECIFIC OBJECTIVES

Students should be able to:

CONTENT

SPECIFIC OBJECTIVES	CONTENT
1. *discuss* the various types of application software *and their purposes;*	*Types and purposes of computer-based Application Software:* Word processing, Spreadsheet, Database Management, *Presentation, and* Graphic.
	File extensions.
	Web-based Application Software: Google Docs.
2. *discuss* the use of a word processor;	Instances in which word processing should be used.
	Basic and advanced features of a word processing application.
3. *discuss the use of spreadsheet application;*	Instances in which spreadsheets should be used.
	Basic and advanced features of a spreadsheet application.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
4. *explain the basic and advanced features of a database* management system;	Instances in which databases should be used. Electronic storage and manipulation of data in tables for easy retrieval. B*asic and advanced* features of a database application.
5. explain the uses of a presentation software;	Instances in which presentation software should be used. Presentations including delivery of lectures, speeches and reports. *Basic and advanced* features of a presentation application. To include: To create, amend, or adjust graphics to suit content and context.
6. *explain the uses of graphic software; and,*	*To enhance word processing, spreadsheet, database management and presentations.* *Basic and advanced features of a graphic software.*
7. determine the appropriate software to be used to perform specific tasks.	Selection of appropriate word-processing, spreadsheet, database management, presentation and other specialized software.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

Have students:

1. *work in small groups to research and an assigned application software. Students will creatively share their findings of some of the features of the software;*

2. *use cooperative learning strategies such as jig saw, pair square share to explore the purposes and uses of different application software;*

3. *engage in scenario or case-based activities which allow them to select appropriate application software for specific cases;*

4.   *watch and discuss videos that capture the purpose and uses of different application software; and;*

5.   *complete a WebQuest activity in which they explore the uses and purposes of application software.*

RESOURCES

Jacob, Ann M, and Augustine, A.   Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.

Price, D.   Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.

Websites

https://edu.gcfglobal.org/en/subjects/microsoft-office/
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

SECTION IV: USE OF APPLICATION SOFTWARE

GENERAL OBJECTIVES

On completion of this Section, students should:

1.   develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3.   demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4.   develop *the skills to select and use* appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5.   *demonstrate* an understanding of the knowledge and skills *needed* to create and *prepare* documents in accordance with *required* standards;

6.   *demonstrate the competence* to interpret correction signs and terminologies used in document preparation;

7.   *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development; and,

8.   *develop an appreciation of* the importance and effectiveness of manipulating data in an electronic environment;

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. apply appropriate formatting features to enhance specific documents;	Guidelines for selection of: font types, styles, sizes, colour and effects for business documents, bold, underline, italics.
	Line spacing. Alignment. Bullets and numbering, margins. Symbols. Borders and Shading. Background, watermarks. Endnotes, footnotes, headers, footers, page numbering.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
2. apply editing techniques to prepare documents;	Proofreading of documents and correcting errors on screen to produce a document suitable to be *distributed*. Application of techniques such as: cut, copy, paste, move, search, find and replace, add and delete, spelling and grammar check, thesaurus, font type; type over and insert mode.
3. prepare documents using tabulations;	**Simple Tabulations** Create column and row headings and oblique and vertical headings; apply borders. Table alignment on page. Sorting data in tables. *Performing simple calculations using +, -, /, ∗* **Advanced Tabulations** Using simple formulae; using spreadsheet or database software to perform predefined functions: Sum, Average, Minimum, Maximum; inserting charts and graphs, formatting of tables using *formatting features.*
4. create a database using a single table;	**Create a Database** Populate database using no more than five fields; perform a simple query using one or two fields *and generate a report based on the query.*
5. create a simple graphic using an existing image or object;	*Criteria for selecting images (including relevance), methods of enhancing images (recolouring, resizing, combining with text).* ***Grouping and Ungrouping Objects***
6. create simple presentations using presentation software; and,	Presentations including the use of *t*itle slides, transitions, timing, appropriate fonts, *background themes,* animations, layouts and graphics.
7. integrate information to produce complete documents for dissemination.	Documents created using objects or data from different application software, for example, mail merge, using an external data source, *and insertion of charts into relevant documents.*

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

Have students:

1.   Work in small groups to engage in the activities relevant to the completion of tasks. *These should include the creation of: a word document applying the relevant formatting features, documents using tabulations, a simple graphic, a database, and a presentation.* During these activities *students should use a checklist to track their progress and use the feedback from peers or facilitator to develop mastery of the task. The best output may be placed in their portfolio.* **At least one** activity should be related to techniques or skills to be mastered, as well as each software to be applied.

2.   *Create a simple graphic using an existing image or object.*

3.   *Use cooperative learning strategies such as jig saw, pair square share to explore the uses of different features of various application software.*

4.   *Engage* in *scenario or case-based* activities which allow them to apply *appropriate application software to creatively respond to the cases.*

5.   *Watch and discuss videos that demonstrate the uses of different application software.*

6.   *Complete a webquest activity in which they explore how to use various of application software to create a product.*

7.   *Create documents integrating objects or data from different application software. These may include the insertion of charts or images into a document or the creation of a mail merge.*

RESOURCES

Jacob, Ann M, and Augustine, A.   *Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.*

Price, D.   *Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.*

Websites

https://edu.gcfglobal.org/en/subjects/microsoft-office/
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

♦ SECTION V: BUSINESS DOCUMENT PREPARATION

GENERAL OBJECTIVES

On completion of this Section, students should:

1. develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2. develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3. demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4. develop *the skills to select and use* appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5. *demonstrate* an understanding of the knowledge and skills *needed* to create *and prepare* documents in accordance with *required* standards;

6. *demonstrate the competence* to interpret correction signs and terminologies used in document preparation;

7. *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

8. *develop an appreciation of* the importance and effectiveness of manipulating data in an electronic environment; and,

9. *demonstrate the ability to interpret, analyse, evaluate, and present data and assignments.*

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
1. identify sizes and orientation of paper;	Size: Letter, Legal and customized sizes. Orientation: Portrait and Landscape.
2. identify types of stationery;	Full range of international sizes:
	(a) A3 - 29.7 cm. x 42 cm.
	(b) A4 - 21 cm. x 29.7 cm.
	(c) A5 - 14.8 cm. x 21 cm.
	(d) A6 - *10.5cm x14.8 cm.*
	(e) B5 - 17.6 cm. x 25 cm.
	(f) C5 - 16.2 cm. x 22.9 cm.
	(g) DL - 11 cm. x 22 cm.

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
3. use appropriate stationery for a given assignment;	Letterhead, memo, copy paper, forms, labels, index cards, document covers and templates.
4. create a letterhead;	*Include correct location and size, appropriate font size and content (with or without logo).*
5. produce letters using the most appropriate styles;	Styles including: blocked, indented, semi-blocked. Short letter, two-page, circular *(*with a table, with an inset, with enumeration*)*, *using* letterhead *where applicable.*
6. prepare envelopes and labels;	Preparation of envelopes and labels using mail merge or any other methods.
7. demonstrate appropriate use of special notations in document preparation;	*Use special notations for envelopes with information that needs to be protected from others aside from the addressee, for example 'confidential', 'private', 'classified'.*
8. prepare correspondence from skeleton notes and various media;	Composition at the computer of notes, letters and memoranda, including audio messages.
9. produce memoranda in various styles using appropriate stationery;	Short, long, indented and blocked.
10. prepare documents for meetings; and,	Notice of meeting, agenda, minutes, *action items* and Chairman's agenda.
11. manipulate simple graphics for insertion into a document.	Graphics including graphs, charts, pictures.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1.   Each member of the class should arrange at least one meeting for an in-school or out-of-school club or group of which they are a member. All relevant documents should be prepared and included in an e-portfolio. Copies of different documents should be prepared to show the understanding of areas such as appropriate use of different types of stationery, effects of graphics, and font size.

2.   *Have students prepare letters and apply relevant confidentiality notations to the document.*

3.   *In small groups, have students select an organization or institution. Students will be required to create the necessary stationery for the organization or institution to function effectively, that is, letterheads for external use, memorandum templates for internal use and envelopes with return addresses. All stationery should have an appropriate logo.*

RESOURCES

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Price, D.   *Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.*

Websites

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♦ SECTION VI: SPECIALISED DOCUMENT PREPARATION

GENERAL OBJECTIVES

On completion of this Section, students should:

1. develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2. develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3. demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4. develop *the skills to select and use* appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5. *demonstrate an understanding of the knowledge and skills needed to* create *and prepare* documents in accordance with *required* standards;

6. *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

7. *develop an appreciation of* the importance and effectiveness of manipulating data in an electronic environment; and,

8. *demonstrate the ability* to adopt ethical *and safety* standards in preparing, storing and retrieving electronic documents *and in online interactions*.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. produce effective and creative displays, given a specific task;	**Simple Displays** Centering and displaying work - columnar work, ruled and unruled, notices, menus, invitations, cards, one and two page programmes, flyers. **Advanced Displays** Flow Charts, organization charts, graphs (linked and embedded), newsletters, 4/6/8 page leaflets.

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
2. prepare different types of documents using appropriate *standards and* formatting; and,	**Newsletters** 4/6/8 page leaflets, reports, proposals, continuation pages, news and other forms of press releases. **Legal documents** Wills, leases, conveyance documents, agreements, endorsements and contracts. **Technical documents** Builder or Architect Specifications, Bills of Quantity and scope of works. **Literary documents** Plays for radio, theatre and television; actors' scripts; index cards. **Financial statements** Trial Balance, Balance Sheet, Profit and Loss Statement, Income and Expenditure, Invoice, Bank Statement, Receipts.
3. create a template *for a specialized document.*	Creating templates with or without the use of wizard and help options.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1.   Each member of the class should continue the development of their portfolio by creating a sample of *at* LEAST SIX types of specialized documents such as legal documents and financial statements. *The* documents should *demonstrate an* understanding of areas such as appropriate use of different types of stationery, effects of graphics, formatting and font size;

2.   *Have students collaborate to create a rubric or checklist to guide the development of each type of document. Students should present samples of their work for peer review and feedback using the relevant instrument. The work may be improved for inclusion in their portfolio;*

3.   *Have students create a template to be used in the preparation of a document.*

RESOURCES

Jacob, Ann M, and Augustine, A.   *Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.*

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Websites

https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

♦ **SECTION VII: ELECTRONIC COMMUNICATION**

GENERAL OBJECTIVES

On completion of this Section, students should:

1. develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2. develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3. demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4. develop the skills to select and use appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5. *demonstrate* an understanding of the knowledge and skills *needed* to create and prepare documents in accordance with *required* standards;

6. demonstrate the competence to interpret correction signs and terminologies used in document preparation;

7. *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

8. *develop an appreciation of* the importance and effectiveness of manipulating data in an electronic environment; and,

9. *demonstrate the ability to* adopt ethical *and safety* standards in preparing, storing and retrieving electronic documents *and in online interactions*.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. discuss various types of electronic communication;	Including: Electronic Mail. Internet: World Wide Web. Social media (for example, Internet forums, weblogs, podcasts). Social networking Services Facsimile, multifunctional devices. Scan to mail, Scan to file. Any other current electronic communication.

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
2. use various features of e-mail;	Including To, Cc and Bcc. Sending attachments. Subject line.

3. discuss the advantages and disadvantages of electronic communication media;	Advantages including:
	
	(a) speed of delivery;
	
	(b) cost;
	
	(c) sending *information* to multiple recipients simultaneously; and,
	
	(d) *disadvantages including:*
	
	  (i) *errors in dispatch; and,*
	
	  (ii) *challenges ensuring the message is received.*

4. compare new and emerging communication technologies;	Comparison of usage and features of *new and* emerging communication technologies, for example; *Social networking Services,* smart-phones, blogging, *vlogging.*
5. *apply* file organisation methods *for sorting and storing* e-mail; and,	Storing and sorting mail by date, sender and subject. Contact list organisation. *Archiving emails for future use.*
6. identify factors to be considered in the selection of communication media.	Degree of urgency. Genre (oral, written, visual). Level of confidentiality. Location/time zone. Cost, efficiency, effectiveness.

SECTION VII: ELECTRONIC COMMUNICATION (cont'd)

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1. In collaboration with the teacher(s) of Office Administration, Principles of Accounts and Principles of Business invite resource persons to make presentations on types of electronic communication and how they are used by different organizations. *Have students document main points and prepare a reflective piece on the learning experience.*

2. *Give students contents of a message and ask them to create a succinct heading/subject line or give students headings and ask them to develop a two-paragraph message to accompany the heading. Explore with the students the relevance of the headings with the contents. Illustrate the ramifications, for example, time lost trying to decipher meaning of headings, misinformation, relate lost time and misinformation to loss revenue. https://youtu.be/SM2TytWBP3Q*

Have students:

3. *Collaborate in groups to obtain information from other groups. Prime the groups privately to withhold information, give incomplete details and to misdirect the response. Within a set timeframe, ask the groups to reveal the information they gathered. Explore with them the strategies necessary to ensure, a) they get feedback; b) the response is in keeping with what was asked for; c) the message was sent to the right place. Https://www.meammarketing.com/advantages-and-disadvantages-of-electronic-communication/*

4. *Discuss the importance of following up on messages sent and on acknowledging/responding to messages received by e-mail and other electronic media.*

5. *Work in pairs to prepare a creative presentation depicting new and emerging technologies including reflective communication technologies.*

6. *Work in pairs to demonstrate different ways of safely storing, sorting and archiving electronic mails.*

7. *Collaborate to prepare a podcast, video, infographic, flyer or any other creative representation about types of electronic communication including their advantages and disadvantages.*

8. *Collaborate to research and prepare a presentation on 'factors to be considered when selecting communication media' or 'the advantages and disadvantages of new and emerging communication technologies.' this should be presented to the class, peer reviewed and feedback provided to the group.*

RESOURCES

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https://edu.gcfglobal.org/en/email101/
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

♦ SECTION VIII: DOCUMENT MANAGEMENT

GENERAL OBJECTIVES

On completion of this Section, students should:

1.   develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3.   demonstrate mastery in the operation of a QWERTY keyboard, utilizing the standard and function keys;

4.   develop the skills to select and use appropriate *computer-based and web-based application software* to create and manipulate documents *and facilitate effective communication*;

5.   *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

6.   *develop an appreciation of* the importance and effectiveness of manipulating data in a manual or an electronic environment; and,

7.   *demonstrate the ability* to adopt ethical *and safety* standards in preparing, storing and retrieving manual and electronic documents *and in online interactions*.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. distinguish between a manual and electronic filing system;	Definitions and comparisons. Advantages and disadvantages.
2. identify types of documents used in data processing;	Source documents, turnaround documents and machine-readable documents.
3. manipulate an electronic filing system;	Organization of drives, folders and files in a hierarchical structure.
4. explain issues related to the integrity of files;	Overwrite protection, restricted access, virus protection and encryption, read only access.

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
5. discuss issues related to the *physical and cyber* security of files;	*Cyber security:* Use of passwords, firewall, disaster recovery mechanisms, backup systems.
	Physical security: fireproof and waterproof storage, disaster recovery mechanisms, backup systems.
6. examine issues related to the retention of files; and,	Archiving, retention period and disposal; legal limit for retaining files.
7. explain methods for tracing document versions.	Traceability of document versions. Versioning: Successive versions of documents that change over time; Metadata: data stored on document, including date created, date modified, date accessed, owner, access privileges.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this *section of the* syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1.   In collaboration with the teacher(s) of Office Administration, Principles of Accounts, Principles of Business and Logistics and Supply Chain Operations, have students visit institutions/ organizations to note methods of communicating, filing, and tracing documents as well as to have hands-on experiences (to the extent that confidentiality and integrity would permit). They should make notes which will be used to guide their discussions as they compare manual and electronic systems and implement knowledge and skills as applicable.

Have students:

2.   *Participate in a presentation by a resource person focusing on, and demonstrating methods of communicating, filing, and tracing documents.*

3.   *Create a visual representation demonstrating the organization of drives, folders and files in a hierarchical structure.*

4.   *Engage in a role-playing activity of a business using manual versus electronic documentation and have them document the differences between both systems as well as the advantages and disadvantages of each.*

5.   Collaborate to research and prepare a presentation on 'factors to be considered when selecting a document management method. This should be presented to the class, peer reviewed and feedback provided to the group.

6.   Work in small groups to engage in research and prepare a list of guidelines addressing issues related to the integrity of files. These should be creatively presented using relevant technologies and shared in class. Samples should be uploaded on the class' virtual space.

7.   Collaborate to engage in research and creatively prepare a visual or audio visual on issues relating to the retention of files and the physical and cyber security of files. These should be shared in class and/or uploaded to the class' virtual space.

RESOURCES

Jacob, Ann M, and Augustine, A.   Electronic Document Preparation and Management for CSEC 2nd Edition Oxford University Press, 2012.

Price, D.   Electronic Document Preparation and Management Workbook for CSEC Examination 1st Edition. LMH Publishing Limited, 2013.

Websites

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♦ SECTION IX: ETHICS

GENERAL OBJECTIVES

On completion of this Section, students should:

1.   develop an awareness of *ICT and its* impact on the creation and management of electronic documents;

2.   develop the knowledge, skills and competencies to function *appropriately and* effectively in a technological environment;

3.   *develop the knowledge, skills and competencies to conduct credible research;*

4.   *demonstrate* an understanding of the knowledge and skills *needed to create and prepare* documents in accordance with *required* standards;

5.   *demonstrate the ability to* use acquired knowledge to enhance personal growth and skills for career development;

6.   *develop an* apprecia*tion of* the value of *desirable habits and work attitudes* in the preparation of documents; and,

7.   *demonstrate the ability to* adopt ethical *and safety* standards in preparing, storing and retrieving electronic documents *and in online interactions*.

SPECIFIC OBJECTIVES	**CONTENT**
Students should be able to:	
1. explain the concept of intellectual property;	Intellectual property *is conceptualized as the creations of the mind, such as inventions, literary and artistic works, designs and symbols, names and images.* It entails the protection of the rights of persons who produce, gather or disseminate *these* ideas and information, including authors, singers and journalists.
2. describe the rights that are protected by intellectual property laws;	**Rights that are protected** Economic rights: the level of payment for use of the product by third parties.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	

Moral rights: violating the integrity and reputation of the author through misrepresentation or misquoting of the work.

3.   discuss ethical standards with respect to intellectual property;

The copyright concept
Publishers or distributors as those who enter into agreements with producers to record, film or print the material and distribute it in ways that would secure the financial interests of producers and prevent the unethical use of the material.

Consumers or users as those who have access to all types of information but must acknowledge the source or seek permission of the producer through the publisher, who may charge a fee under certain circumstances.

Producers or owners as those who maintain ownership and control over their material and receive financial reward from the user, through the publisher.

Producers or owners as those who create Open Educational Resources (OERs) for universal consumption.

Creative Common License for OERs.

Protecting the intellectual property of self and others - advantages.

4.   explain the concept of plagiarism;

Plagiarism conceptualized as the use of intellectual property without giving appropriate credit *including self-plagiarism*.

5.   list guidelines to avoid plagiarism;

Guidelines to avoid plagiarism

Acknowledgement of references in text and bibliography, or reference list, for example, use of referencing formats.

Obtaining approval for other persons' work.

Acknowledgement of one's previous work.

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
6. *order priorities to ensure acceptable standards of work;*	Organization of work and workstation; submission of assignments; execution of effective time management; follow-up procedures.
7. *discuss guidelines for appropriate online interactions;* and,	*Definition of Netiquette - a set of rules for good behaviour when communicating online via email, web forums, blogs multiplayer gaming and social networking.*
	Rules of conduct: think and check before sending messages, be respectful, cite sources, avoid inappropriate behaviours such as posting inflammatory of offensive comments online, cyberbullying, unauthorized sharing of content.
8. *discuss* desirable habits and work attitudes.	**Elements of desirable habits and work attitudes**

Elements of desirable habits and work attitudes

(a) Individual responsibility or working without supervision.

(b) Willingness.

(c) Meeting deadlines.

(d) Team spirit.

(e) Co-operation.

(f) Recognition of *and respect for* diversity.

(g) Courtesy.

(h) Punctuality and regularity.

(i) Good grooming.

(j) Personal integrity.

(k) *Remote working etiquette.*

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1.   Arrange for guest lectures *on relevant topics* by persons from disciplines and organizations such as academia, industry, human resources, intellectual property agencies, and law enforcement agencies. They may also participate in field trips to relevant sites. Students should be guided to develop instruments for conducting interviews during the field trips or for asking questions after the lectures. The instruments should be developed based on research that they would have conducted on the topics in preparation for the lectures and/or field trips.

2.   *Mystery intellectual property bags: Prepare one bag for every five students in the class. Include in each bag two to three common things that have components that are copyrighted. Ideas for items: a CD, a magazine, poems, pictorial, graphic or sculptural works. Ask each group to discuss how the item could be copyrighted and suggest measures for protection.*

3.   *Expose students to different elements of desirable habits and work attitudes such as: (a) Individual responsibility or working without supervision. (b) Willingness. (c) Meeting deadlines. (d) Team spirit. (e) Co-operation. (f) Recognition of diversity. (g) Courtesy. (h) Punctuality and regularity. (i) Good grooming. (j) Personal integrity. (k) Respect for others using scenarios, role play/simulation or videos. Have students work in small groups to creatively present pieces on these traits using an appropriate tool or medium.*

Have students:

4.   *Discuss in small groups and share what they think Intellectual property is, who it affects and ways to protect intellectual property. Students should then engage in research and creatively present their response using an appropriate tool.*

5.   *View video tutorials or visit local businesses to determine acceptable standards of work and strategies to improve work standards. They will collaborate to produce a learning resource to document Do's and Don'ts or to highlight best practices.*

6.   *Suggest guidelines for appropriate online behaviour and in small groups or pairs use these ideas to design advertisements, jingles, short photo stories, videos or flyers which should be shared with the class.*

7.   *Work in groups and engage in research to describe aspects of plagiarism including self-plagiarism and proper research techniques. They will create and creatively present guidelines for proper research and documentation to eliminate plagiarism.*

8.   *Analyze a sample paraphrased document and compare it with a sample plagiarized document and share the differences between both.*

SECTION IX: ETHICS (cont'd)

RESOURCES

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Websites

https://www.legalzoom.com/knowledge/copyright/topic/what-can-be-copyrighted
https://books.google.tt/books?id=E6RlFdbJChcC&printsec=frontcover&source=gbs_ge_summary_r&cad=0#v=onepage&q&f=false

♦ GUIDELINES TO TEACHERS FOR THE CONDUCT OF SCHOOL-BASED ASSESSMENT

SCHOOL-BASED ASSESSMENT   **(40 per cent)**

School-Based Assessment (SBA) is an integral part of student assessment in the course covered by this syllabus. It is intended to assist students in acquiring certain knowledge, skills and attitudes that are critical to the subject. The activities for the School-Based Assessment are linked to the Sections and should form part of the learning activities to enable the student to achieve the objectives of the syllabus. *Students are encouraged to work in groups to complete **the research component** of the School-Based Assessment.*

During the course of study of the subject, students obtain marks for the competence they develop and demonstrate in undertaking their SBA assignments. These marks contribute to the final marks and grades that are awarded to students for their performance in the examination.

The guidelines provided in this syllabus for selecting appropriate tasks are intended to assist teachers and students in selecting assignments that are valid for the purpose of the SBA. These guidelines are also intended to assist teachers in awarding marks according to the degree of achievement in the SBA component of the course. In order to ensure that the scores awarded by teachers are not out of line with the **CXC®** standards, the Council undertakes the moderation of SBA assignments marked by each teacher.

School-Based Assessment provides an opportunity to individualise a part of the curriculum to meet the needs of students. It facilitates feedback to the students at various stages of the experience. This helps to build the self-confidence of the students as they proceed with their studies. School-Based Assessment further facilitates the development of essential investigative and practical skills that allow the student to function more effectively in his/her chosen vocation. School-Based Assessment, therefore, makes a significant and unique contribution to the development of relevant skills of the students.

Paper 031 represents the SBA component of the examinations in Electronic Document Preparation and Management. This component of the examination is compulsory and will consist of two activities, namely:

(a)   *An* Electronic Document Preparation and Management *Research* Assignment; and,
(b)   Preparation of a Portfolio.

(A)   ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT *RESEARCH* ASSIGNMENT *(40 per cent)*

This part of the School-Based Assessment will be worth *60* marks. It will consist of a *research paper and presentation* testing each of the three profiles. The marks will be allocated as follows:

Knowledge and Comprehension	-	*5* marks
Application	-	40 marks
Interpretation and Analysis	**-**	*15 marks*

(B)   PREPARATION OF THE PORTFOLIO (60%)

This part of the School-Based Assessment is worth *85* marks to be allocated to the three profile dimensions as follows:

Knowledge and Comprehension   -   *10* marks
Application   -   *55* marks
Interpretation and Analysis   -   *20* marks

RESEARCH ASSIGNMENT (40%)

Candidates are expected to produce a research paper and present the findings electronically using the skills developed. Candidates will be expected to state the topic and purpose of the research, describe participants, materials, any procedures used, critically explain the choice in methodology, summarize results and state relevant conclusions. Mark scheme guidelines have also been given from which the teacher may select the most suitable criteria for the research paper.

*Must include a permission letter, questionnaires, or other data collection tools.

This assignment covers, but is not limited to the following sections of the syllabus: (VII), (VIII) and (IX).

*Candidates will be required to select a topic for investigation, and write a report, which MUST not exceed 1000 words (excluding charts, tables, references, appendices) Groups should **NOT exceed 3 members**. The report MUST contain the following:*

-        *Content:*

   o   *Statement of Topic*
   o   *Research Questions*
   o   *Context/Background*
   o   *Purpose of Research*
   o   *Method of Investigation*
        ▪   *Type of research (qualitative/quantitative)*
        ▪   *Data collection Instrument*
        •   *Population characteristics*
   o   *Presentation of Findings*
   o   *Discussion of Findings*
   o   *Analysis/Interpretation of Data*
   o   *Recommendations and Implementation Strategy*
   o   *Conclusion*
   o   *References*
   o   *Appendices*

-        *Standard formatting features including:*

        Title Page, table of contents, appropriate font type/style, margins, line spacing, paragraphing, headings and sub-headings, page numbers, formatting for tables and charts.

Research Paper Criteria			
Criteria	**KC**	**APP**	**IA**
Phase - 1 Preparation for Research			
Selection of Topic/Title		1	
• Candidate prepares **letter requesting permissions** to conduct research			
o Formatting and layout (2 marks)		2	
o Content (3 marks)	1	2	
o Schedule of activities (workplan)			
▪ Table with headings (date, activity, comments) eight activities listed (1 mark)		1	
▪ Sequence of activities relevant to the project and support comments/follow-up actions or decisions made [one mark for every two activities] (4 marks)		4	
Research Question		2	
• Relevant to the research (1 mark)			
• Clearly stated (1 mark)			
Background		3	2
• Background should provide:			
o *A general description of the topic or problem being investigated (1 mark); the rationale of the investigation highlighting the impact on the population of interest (2 marks); and atleast three reputable sources (2 IA marks).*			
Purpose of Research *(a statement of "why" the study is being conducted, or the goal of the study)*			2
• Purpose clearly stated, is appropriate and relevant to topic (2 marks)			
• Purpose partially stated, unclear and bears some relevance to topic (1 mark)			
	1	15	4
Phase 2 - Method of Investigation & Data Collection			
Method of Investigation			
• Method of research identified (1 mark)		1	
• Selected method of research justified (1 mark)		1	
• Appropriate sampling procedure identified (1 mark)		1	
• Sampling procedures described (1 mark)		1	
• Selection of sample population (1 mark)		1	
Data Collection Instrument			
• Design of tools (for example, questionnaire, survey instrument, interview schedule, observation schedule, document search)		4	
o Data collection instrument consists of clearly stated, well sequenced items which address relevant aspects of the research (4 marks)			
o Data collection instrument consists of clearly stated, well sequenced items but some aspects are not relevant to the research (3 marks)			

Research Paper Criteria			
Criteria	**KC**	**APP**	**IA**
o Data collection instrument satisfactorily constructed and sequenced, but do not address relevant aspects of the research (2 marks)			
o Data collection instrument poorly constructed (1 mark)			
	0	9	0
Phase 3 - Presentation of Findings and Conclusions			
Presentation of Findings			
• Data presented using tables/spreadsheets, charts, graphs or diagrams (at least two different forms used)		2	
• Tables/spreadsheets, charts, graphs or diagrams appropriately labelled and titled		2	
• Tables/spreadsheets, charts, graphs or diagrams shows accurate presentation of data and use of formulae		2	
Discussion of Findings			4
• Aligned with the research question (2 marks)			
• Adequate supporting data (2 marks)			
Analysis/Interpretation of Data			3
• Relevant generalisations/ linkages/ connections/ comparisons based on data (3 marks)			
• Data given with limited generalisations/ linkages/ connections/ comparisons (2 marks)			
• Data given but not connected to research/ poor linkages/ irrelevant data presented/ weak comparisons (1 mark)			
Recommendations and Implementation Strategy			4
• Two recommendations relevant to the findings and the nature of the topic (2 marks)			
• Two recommendations not relevant to the findings and the nature of the topic (1 mark)			
• One implementation strategy relevant to the findings and the nature of the topic (2 marks)			
• One implementation strategy relevant to the findings and the nature of the topic (1 mark)			
Referencing (APA Style)		6	
• Accurate use of APA style (3 marks)			
• Two or more references used (2 marks)			
• In-text citation (1 mark)			
	0	12	11
Phase 4 - Communication of Information			
Writing Skills			
• Excellent organisation and paragraphing, use of language, spelling and grammar	4		
• Good organisation, use of language, spelling and grammar (3 marks)			
• Satisfactory use of language and grammar, several spelling errors (2 marks)			

		Research Paper Criteria			
		Criteria	**KC**	**APP**	**IA**
	•	Poor use of language, poor grammar and many spelling errors (1 mark)			
	Written Report				
	•	Appropriate layout with four elements such as cover page, acknowledgements, table of contents, references, appendices		4	
	•	Appropriate layout for the most part with three of the elements (3 marks)			
	•	A moderate presentation with only two of the elements (2 marks)			
	•	An unsatisfactory presentation with only one of the elements (1 mark)			
			4	4	0
		TOTAL	5	40	15
				60	

PREPARATION OF A PORTFOLIO *(60 per cent)*

This part of the School-Based Assessment will test the three profiles and will be worth *85* marks Each candidate will be required to prepare a portfolio that should include *nine (9)* samples of the candidate's best work as determined by candidate and teacher selection. These tasks should be attempted under the guidance of the subject teacher and may be repeated until the desired standard is achieved.

This part of the School-Based Assessment is worth *85* marks. The marks will be allocated to the three profile dimensions as follows:

Knowledge and Comprehension - 10 marks
Application - *55 marks*
Interpretation and Analysis - *20 marks*

PURPOSE OF THE PORTFOLIO

The purpose of the Portfolio is to:

(a) develop candidates' ability to produce work of a high standard;

(b) compile samples of work that can be presented at job interviews; and,

(c) provide an opportunity for the development of the creative talents of candidates.

STRUCTURE OF THE PORTFOLIO

(a) Each document must be labelled clearly to indicate what is being demonstrated, for example, '*income and expenditure statement*' *using Spreadsheet Software.*

(b) Each document should include the candidate's name.

(c) Samples may be done in any order.

(d)   The *electronic submission* should be *one document* which contains:

      (i)   cover page;
      (ii)   table of contents;
      (iii)   examination samples;
      (iv)   title page*s where necessary*; and,
      (v)   references.

ELEMENTS OF THE PORTFOLIO

(a)   ***Tabular Work using Spreadsheet Software***
      Candidates will be expected to complete two sets of tabular work using spreadsheet software. These are as follows.

      (i)   Ruled Tabulation
      Candidates will be required to prepare a ruled tabulation with main heading and multiple columnar headings applying oblique or vertical heading along with sorting of data.

      (ii)   *Financial Documents*
      Candidate will be required to prepare any ONE of the following documents:

-     *income and expenditure statement;*
-     *balance sheet;*
-     *statement of cash flows;*
-     *cash receipt;*
-     *invoice;*
-     *bill of lading; and,*
-     *any other suitable documents.*

(b)   **Committee Documents**

Candidates will be required to prepare any ONE of the following sets of documents:

  (i)   A notice of a meeting with an agenda for a meeting.
  (ii)   Minutes of a meeting *with action items*.

(c)   **Display**

Candidates will be required to prepare ONE from EACH of the following sets of documents:

  (i)   Either an invitation with a menu OR a programme (a creative design should be used).
  (ii)   Either a flow chart <u>OR</u> organizational chart (with or without use of template).

(d)   **Legal Work**

Candidates will be required to prepare any ONE of the following:

  (i)   A lease <u>OR</u> hire purchase agreement <u>OR</u> Will <u>with</u> an endorsement *OR.*
  (ii)   A contract of employment.

(e)   *Presentation Using Presentation Software*

Candidates will be required to prepare an individual presentation to accompany the research paper. The presentation should include an appropriate title slide and design for the topic chosen. The presentation should be 8 to 10 slides logical, and have an appropriate introduction, body and conclusion. (Appropriate images, transitions and animations should be used in the design. Speaker's notes should also be included).

Attention should be paid to the elements of effective presentation design.

(f)   *Data Management Using Database Management Software*

Candidates will be required to prepare a database using database management software in one of the following areas:

  (i)   inventory;
  (ii)   records (Student/Patient/Employee);
  (iii)   library resources;
  (iv)   collections (CD/Games/Books); and,
  (v)   any other suitable records.

Candidates will also be required to design a simple query and report using 2 or more fields.

(g)   ***Mail Merge***

Candidates will be required to prepare a document using the mail merge feature in word processing. Candidates should include:

(i)   Primary document;
(ii)   Data source with a minimum of 5 and no more than 10 records; and,
(iii)   Final merged secondary documents.

THE MARK SCHEME

The teacher will assess each piece of work presented to him/her for inclusion in the Portfolio on a criterion of MAILABILITY; and the candidate may make any number of attempts to achieve a mailable sample.

The following points are offered as guidelines that the teacher may use for assessing mail readiness.

(a)   Documents must be free of typographical errors.

(b)   Documents must be free of spelling errors.

(c)   Documents must be free of grammatical errors.

(d)   Documents must be produced according to accepted standards and document processing styles or techniques.

(e)   The content material must be completely accurate.

(f)   The typed material must comply with the rules regarding punctuation, capitalization, word- division and the typing of numbers in figure or word form.

(g)   Documents which allow free scope in design or layout must be constructed to facilitate easy reading and/or efficient use.

The marks for the portfolio are to be awarded as follows:

MARK ALLOCATION FOR PORTFOLIO			
	Knowledge and Comprehension	Application	Analysis & Interpretation
1. *Tabular Work using Spreadsheet Software – Ruled tabulation*	1	3	
2. *Tabular Work using Spreadsheet Software – Financial statements*		7	7
3. Committee Documents	1	3	1
4. Display: Invitation/Programme	1	4	
5. Display: Flow Chart/ Organizational Chart	1	4	
6. Legal Work	1	3	1
7. Presentation using Presentation Software		11	
8. Data Management Using Database Management Software *(Query & Report)*		10	8
9. Mail Merge (a) Primary Document (b) Data Source (c) *Final Merged Document*		10	3
10. Structure of Portfolio (a) Title page (1) (b) Table of Contents (1) (c) Description of all the components (2); 50% of the components (1) (d) References (1)	5		
Total	10	55	20
	85		

EXEMPLAR 1: Tabular Work using Spreadsheet Software

Ruled Tabulation

An example of ruled tabulation with main heading and multiple columnar headings applying the oblique or vertical heading; sorting.

Institution	Year	Girls					Boys				
		Intake	Graduated	Failed Year	Registered to Resit	Withdrew	Intake	Graduated	Failed Year	Registered to Resit	Withdrew
Atkinson High	2015	500	400	100	15	85	700	500	200	100	100
Bach Secondary		800	600	200	75	125	1000	930	70	70	0
Constantine College		400	400	0	0	0	600	500	100	100	0
Eglan Senior School.		800	100	700	500	200	300	125	175	100	75
Fredroll Seconday		700	640	60	60	0	700	600	100	100	0
Moyo Nera High		1000	995	5	5	1	1500	1300	200	100	100
Zuma Chilanga Secondary		850	680	170	170	0	0	0	0	0	0
Atkinson High	2016	500	300	200	100	100	500	400	100	75	25
Bach Secondary		800	650	50	50	0	1000	800	200	145	55
Constantine College		400	400	0	0	0	600	535	65	60	5
Eglan Senior Sc.		800	800	0	0	0	300	290	10	10	0
Fredroll Seconday		700	700	0	0	0	700	640	60	55	5
Moyo Nera High		1000	918	82	80	2	1500	1350	150	150	0
Zuma Chilanga Secondary		850	843	7	7	0	500	400	100	60	40
Atkinson High	2017	500	490	10	9	1	500	500	0	0	0
Bach Secondary		800	720	80	75	5	1000	900	100	100	0
Constantine College		400	400	0	0	0	600	597	3	0	3
Eglan Senior Sc.		800	740	60	60	0	300	200	100	100	0
Fredroll Seconday		700	700	0	0	0	700	700	0	0	0
Moyo Nera High		1000	900	100	100	0	1500	1500	0	0	0
Zuma Chilanga Secondary		850	849	1	1	0	500	426	74	70	4

Task: Create a table with given data using

- slanted headings.
- harmonious colour scheme.
- accurately computed figures.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Mark Allocation				Max. Marks/sub-section
		Task	App.	K & C	I & A	
S4.SO3	**Ruled Tabulations**		3	1		4
	Present slanted headings	1	✓			
	Present harmonious colour scheme	1	✓			
	Present accurate information	1		✓		
	Selection of appropriate software tool	1	✓			

EXEMPLAR 2: Tabular Work using Spreadsheet Software

Tabulation of Income and Expenditure using Spreadsheet

Michael Moore's Budget – April 2024
Income and Expenditure Summary

INCOME AND EXPENDITURE SUMMARY

	January	February	March	April	Total
Income					
Salary	$20,000.00	$20,500.00	$20,500.00	$34,000.00	$95,000.00
Expenses					
Electricity Bills	$200.00	$300.00	$100.00	$590.00	$1,190.00
Food	$400.00	$700.00	$500.00	$256.00	$1,856.00
House Rent	$14,000.00	$14,000.00	$14,000.00	$14,000.00	$56,000.00
Internet	$234.00	$68.00	$786.00	$890.00	$1,978.00
Motor Cost	$278.00	$390.00	$200.00	$456.00	$1,324.00
School Fees	$225.00	$225.00	$250.00	$70.00	$770.00
Telephone	$178.00	$564.00	$890.00	$467.00	$2,099.00
Tolls	$200.00	$100.00	$50.00	$345.00	$695.00
Water Bills	$100.00	$200.00	$345.00	$245.00	$890.00
Total Expenses	**$15,815.00**	**$16,547.00**	**$17,121.00**	**$17,319.00**	**$66,802.00**

Highest expense for the month of February $14,000.00

The data above shows the Income and Expenditure statement for the first four months of the year for Michael Moore, using spreadsheet:

1. Create a centred merged heading titled "**INCOME AND EXPENDITURE SUMMARY".**
2. Add a Column to the right called "Total".
3. Add the Salary for the period using SUM function.
4. Find the HIGHEST expense for the month of February.
5. Format the figures in the spreadsheet to currency and two decimal places.
6. Apply borders to EACH cell of the spreadsheet.
7. Apply either the vertical or oblique heading to the MONTHS.
8. Bold ALL headings (Months, Salaries and Expenses).
9. Sort expenses in alphabetical order.
10. Centre the table horizontally on the page.

Mark Scheme

Specific Objective	The effectiveness with which the candidate (s) use (s) or manipulate(s)	Mark Allocation	Maximum marks per sub-section
		Application	
S4: SO1 S6.SO2	**Formatting Features**	**(3)**	
	Alignment	1	
	Appropriate use of borders	1	
	Appropriate use of bolding headings	1	
S4: SO3 S6.SO2	**Simple Tabulations**	**(4)**	
	Create Column and row headings	1	
	Insertion of Oblique and vertical headings	1	
	Appropriate use of borders	1	
	Sorting of data in table	1	
		Interpretation and Analysis	
S4: SO3	**Advanced Tabulations**	**(7)**	
	Use any TWO simple formulae: Sum (2) Maximum (2)	4	
	Formatting table using Currency (1) and one decimal place (1)	2	
	Merging cells	1	

SUMMARY OF OBJECTIVES TESTED

(Section IV. Use of Application Software: GO5, GO8, SO1, SO2, SO3)

- Application of formatting features
- Accuracy of information
- Application of document style/design
- Interpretation and Analysis

EXAMPLAR 3: Committee Documents

(i)   A notice of a meeting with an agenda for a meeting. OR
(ii)   Minutes of a meeting with action item list

(i)   Notice of a meeting with an agenda

<div align="center">

MOSQUITO ERADICATION COMPANY LTD.

NOTICE
</div>

A meeting of the Spraying Committee will be held at the Head Office of MEEL on Tuesday, 5 July, 2022 at 11a.m. to consider the items given in the agenda shown below. All members are requested to attend.

<div align="right">

By Order
Nancy Madube
Secretary
17 June 2022
</div>

AGENDA

1. Welcome

      a. Adoption of Agenda

2. Minutes of the last Meeting

3. Matters Arising from the Minutes

4. New Business

      4.1   Provision of PPE for Technicians

      4.2   Notice of visit to householders

      4.3   Update on trenches in Orange Walk

      4.4   Annual Awards Ceremony

5. Any Other Business

6. Date of Next Meeting

7. Adjournment/Termination

Task:

Prepare a notice for a meeting with an Agenda. The notice must indicate date, time and location of meeting and state proposed attendees. The agenda must be on the same page include standard agenda items, Welcome, Minutes, Matters Arising, New Business, Any Other Business, Date of Next Meeting, Adjournment. New business must detail sub-topics.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Mark Allocation				Max. Marks/sub-section
		Task	App.	K&C	I&A	
S5. SO10			3	1	1	5
	State place, date and time of meeting (all required for mark)	1	✓			
	State who should attend and convenor (all required)	1		✓		
	New Business must be sub-numbered	1	✓		✓	
	Inclusion of standard Agenda Items (all 7)	1	✓			

(ii)   Minutes of a Meeting

MOSQUITO ERADICATION COMPANY LTD.

Minutes of the Meeting of the Spraying Committee
held on
5 July, 2022

Present:

Mrs. Magda Crabtree - Chair

Mr. Sylvester Whistlestop

Mr. Stallone Banda

Ms. Whitney Sakala

Mr. Nicholas Ranjit

Absent with apology: Ms. Charmaine Mulenga

Absent: Mr. Rudifus Layne, Ms. Houston Knowles

In attendance:

Ms. Nancy Madube – Secretary

Mr. Looran Kalenga – Administrative Assistant

1. **Welcome and Adoption of Agenda**:
   The Chairperson welcomed all present and wished them and their families well with the COVID-19 Pandemic. The Agenda was adopted by members present.

2. **Approval of the Minutes:**
   Minutes were approved by Mr. Nicholas Ranjit. Seconded by Ms. Whitney Sakala.

3. **Matters Arising from the Minutes**:
   a. The new vehicles that had been on order and were stuck in the port because of the COVID-19 restrictions have now been released and assigned to the spraying teams.
   b. The old vehicles have gone to blind tender by staff.
   c. A new technician has been hired to replace Mr. Noel Kabwe who retired last month.

4. **New Business**:
   4.1   Provision of PPE for Technicians
          The Committee discussed the provision of PPE for Technicians in light of the
          Corona Virus Pandemic. It was agreed that the Company will procure and issue
          PPE for Technicians. Technicians are required to advise the Secretary as and
          when said equipment needs to be replaced.

   4.2   Notice to visit householders
          The Committee was informed that householders have requested that a
          minimum of one week's notice be given before the service is carried out. It was
          agreed that schedule will be prepared to send notices routinely prior to service.

   4.3   Update on trenches in Orange Walk
          Technicians advised that the trenches in Orange Walk have been dredged and
          the water is now flowing, therefore there has been a reduction in siting of
          mosquito larvae present.

   4.4   Annual Awards Ceremony
          The Secretary announced that plans are in place for the annual awards
          ceremony which will be held virtually via a Zoom platform because of the
          Pandemic. It was agreed that this ceremony will go ahead as scheduled and
          that individual awards will be available for awardees when they are required to
          visit the office.

5. **Any Other Business**:
   The Chairperson informed the Committee that planning has started for the renovation of
   the equipment section of the building. This was a welcomed development.

6. **Adjournment/Termination**:
   There being no further business, the meeting adjourned at 1.30 p.m.

                                        Minutes prepared and submitted by: Ms. Nancy Madube

                                        Minutes Approved by: Mrs. Magda Crabtree.

Task

Paper must display the name of the company, aesthetically presented. Must indicate the title
of the minutes and the date the meeting was held. Standard features are (members present,
members absent with apology and members absent without apology) to be shown.   Standard
headings (welcome, adoption of agenda, approval of minutes, matters arising, new business,
any other business and adjournment) must be shown. Minutes must be approved; creator of
minutes must be identified.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Mark Allocation				Max Marks /sub-section
		Task	App.	K&C	I&A	
S5.SO10			3	1	1	5
	Title of minutes, date time and place of meeting (all required)	2	✓			
	All (4) standard features required	1	✓			
	All (7) standard headings required	1	✓			
	New Business section appropriately numbered	1			✓	

(iii) Action Items

Action Items from the Technicians Spraying Committee Meeting of 5 July 2022

Item #	Activity	Member Responsible
1	Sourcing of PPE	Mr. Looran Kalenga
2	Draft of householders notice for approval by Committee	Ms. Nancy Madube
3.	Procurement of awards for ceremony	Ms. Nancy Madube

Task:

Develop a list showing Action Items that emerged from the minutes shown above.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Mark Allocation				Max. Marks /sub-section
		Task	App.	K&C	I&A	
S5.SO10			3	1	1	5
	Accurately detail activity to be conducted	3	✓			
	Name individual(s) responsible	2		✓	✓	

EXEMPLAR 4 AND 5: Display

(i)   An invitation with a menu OR programme (a creative design should be used)
(ii)   A flow chart OR organizational chart (with or without use of template)

(i)   An invitation with a menu
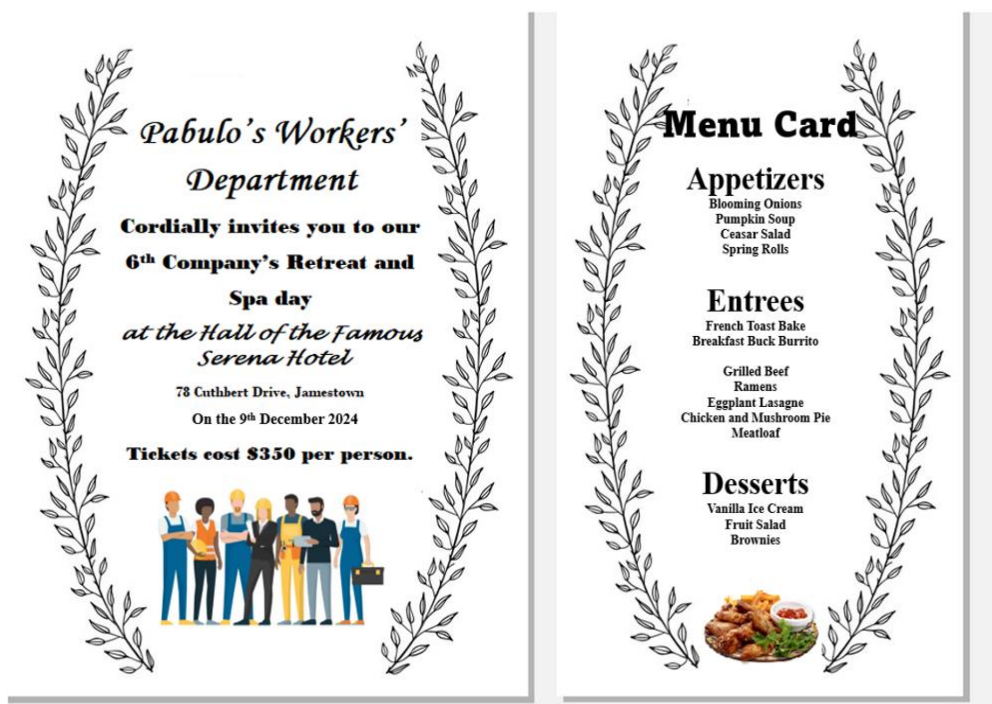
Task:

1. Prepare the following invitation with menu in the booklet style.
2. Apply an art border and save the document as invitation with menu

Mark Scheme

Specific Objective	The effectiveness with which the candidate (s) use (s) or manipulate(s)	Marks allocation
		Knowledge and Comprehension
	Display (Invitation with menu)	**(2)**
S4:SO1, SO7	Booklet style	1
		Application
S4: SO1, SO7	Appropriate use of art border	1

(ii) Organisational Chart of Crown Dam Mining Inc.
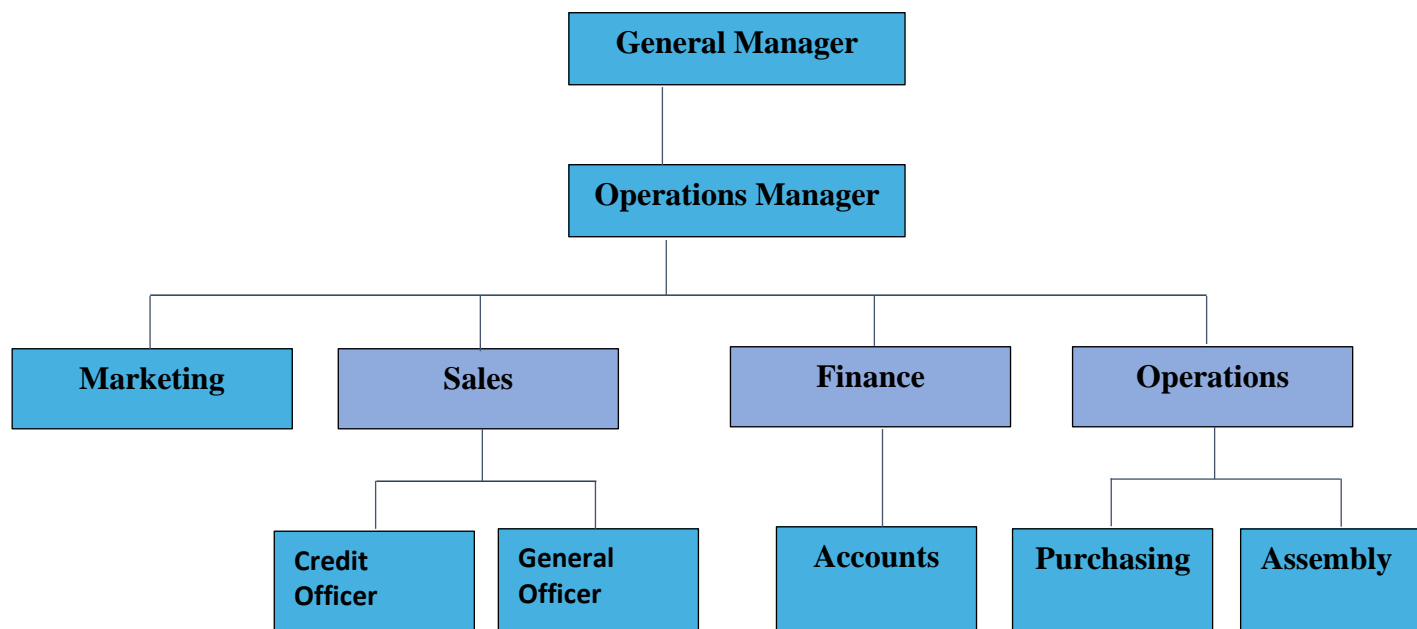
Task:

1. Create an organisational chart of Crown Dam Mining Inc.
2. Apply narrow margins and displsay on A4 landscape paper

Mark Scheme

Specific Objective	The effectiveness with which the candidate (s) use (s) or manipulate (s)	Marks allocation
		Knowledge and Comprehension
S4: SO1, SO7	**Display (Organizational chart)**	**(2)**
	Narrow margins	1
		Application
S4: SO1, SO7	Landscape orientation with correct layout of chart	1

EXEMPLAR 6: Legal Work

(i)   A lease OR hire purchase agreement OR Will with an endorsement. OR
(ii)   A contract of employment.

(ii)   Contract of Employment

Van der Murphy Construction Company Limited
17 Mayfield Park
Mabelreign
Barbados

Tel: (246) 101-101101
E-mail: Admin@VMCCL.org
Website: www.VMCCL.Org

EMPLOYMENT CONTRACT

Mr. Boniface Phiri

This Employment Contract (Contract) is made between Van der Murphy Construction Company

Limited (the Company) and Mr. Boniface Phiri (the Employee).

Van der Murphy Construction Company Limited (VMCCL) is a property construction and land

developing company situated in Barbados.

Mr. Boniface Phiri is a qualified and registered land surveyor.

The parties agree as follows:

1. Effective - 1 September 2024

2. Duration - Three (3) years

3. Title – Surveyor

4. Location of duties- the Employee will conduct land surveying exercises in any location where the Company operates as directed by the Company.

5. Type of duties – surveying properties and writing a report of said survey.

6. Salary – The Company agrees to pay the Employee a base salary of $1,700.00 (one thousand, seven hundred dollars) per month. Payable on the 28th day of each month, as well as a commission calculated as follows:

Area	Day of Week	Rate
<3000 sq. ft.	Monday – Friday	20/ sq.ft
<3000 sq. ft	Saturday or Sunday	.25/sq.ft
>3000 sq. ft	Monday - Friday	.10/sq. ft
>3000 sq. ft.	Saturday or Sunday	.15/sq. ft

7. Benefits – Upon completion of the probationary period of six (6) months, the Employee will be eligible to join the contributary medical plan of the company and non-contributary pension fund. Details of the Medical Plan and the Pension Fund are presented in the Employee Handbook.

8. Vacation – The Employee is entitled to three (3) weeks of vacation after the completion of one year, and four (4) weeks from the second year.

9. Sick leave – the Employee is entitled to paid sick leave in accordance with the Labour Laws of Barbados

10. Casual leave – the Employee is entitled to six (6) days casual leave per year. This leave may not be accrued.

SIGNED this 31 day of August 2024

MSlovich

....
Menghistu Slovich
General Manager
Van der Murphy Construction Company Limited

Jason Burger

....

Witness

BPhiri

....

Boniface Phiri

Jason Burger

....

Witness

Task:

Prepare a contract of employment. Use single or double spacing. Insert a graphic image/logo befitting the nature of business of the company. Parties must be clearly identified. Nature of the business must be stated. Credentials of new employee to be stated. Features of the agreement must be clearly presented in uncomplicated language and easy to follow. Document must be dated and signed by all parties and witnessed.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Mark Allocation				Max. Marks /sub-section
		Task	App.	K&C	I&A	
						4
S5. SO4, SO11	Appropriate graphic/logo representing the nature of the company	1	✓			
S6. SO2	Credentials of new employee stated	1	✓			
	Figures in table accurately reproduced	1			✓	
S6. SO2	Signature spaces (3) correctly allocated	1		✓		

EXEMPLAR 7: Presentation Using Presentation Software

Prepare a slide presentation to report on research conducted or to be conducted.
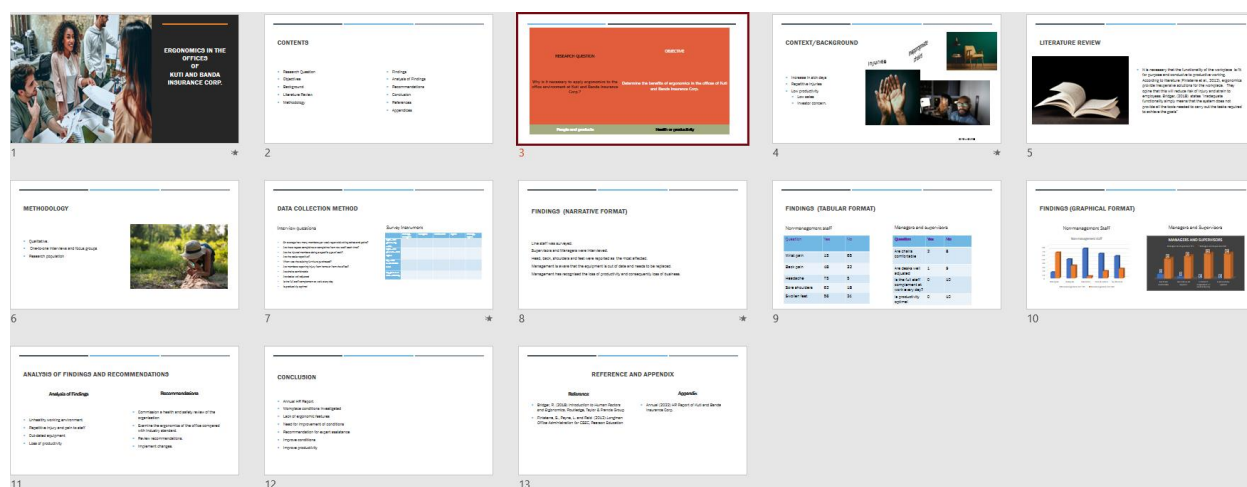
Task

Candidate would be required to prepare a presentation to accompany the research paper. The presentation should include an adequate title slide and an appropriate design for the topic chosen. The presentation should be logical, with an appropriate introduction, body and conclusion and should be no more than 10 slides. Appropriate images, transitions and animations should be used in the design. Speaker's notes should also be used.

Mark Scheme

Specific Objective	Effectiveness with which the candidate(s) use(s) or manipulate(s).	Task	App.	K&C	I&A	Max Marks /Sub-section 11
S4.SO6	Appropriate, attractive design	1	✓			
S4.SO6	Clear spaces on slides. Recommended font size, style and background colour (all required)	3	✓			
S4.SO5	Appropriate use of animation	2	✓			
S4.SO5	Appropriate use of graphics and transitions	2	✓			
S4.SO6	Headings on each slide and appropriate sequencing	1	✓			
S4.SO6	Speaker notes for each slide	2	✓			

EXEMPLAR 8: Data Management Using Database Management Software (Records-Student)

Student ID	Name	Date of birth	Address	Sex	Class	Spanish	Reading	French
331566	Mark Tull	14-02-2008	23 Blueberry Hill	M	5 TECH	89	90	69
332345	Kelly Moore	16-04-2009	45 First Street Silvertown	F	5 TECH	45	83	75
333576	James Blunte	18-11-2009	67 Second Avenue Melanie	M	5 TECH	78	12	93
334567	Michael Bourne	17-04-2010	89 Campbellville Kitty	M	5 ARTS	56	95	20
335678	Trevor Sealey	17-03-2010	12 North Ruimville Georgetown	M	5 ARTS	64	34	65
336785	ShellyAnn Browne	12-06-2008	78 Spikelands Mackenzie	F	5 ARTS	68	74	77
337896	Donnelly Paul	06-09-2009	299 Half Mile Wismar	F	5 ARTS	35	75	88
338965	Raul Fraser	14-07-2009	56 Scheme Hilltop Mackenzie	M	5 BUSINESS	53	85	56
339075	CIndy James	11-04-2008	902 Canvas City Trench Bridge	F	5 BUSINESS	84	69	44
331088	Mervin Whyte	13-06-2009	879 Mora Street Wismar Linden	M	5 BUSINESS	60	59	55

Task:

A school wants a database to store information about students. For each student, the school needs to know students' name, students' ID, date of birth, address, sex, subjects being taken and grades obtained in the various subjects. You are required to:

1. Create a database called CLASS RECORD.
2. Populate the STUDENTS' table with the information given above.
3. Create a primary key for the table.
4. Using the STUDENTS' table, create a query to find the name, sex, age, address of all students in 5 ARTS. Name this query 5 ARTS.
5. Create a second query to find the students' ID, name, address for all male students with more than 50 in Spanish. Name this query M_Spanish.
6. Generate a report using the query M_Spanish. Save this report with an appropriate title.

Mark Scheme

Specific Objective	The effectiveness with which the candidate (s) use (s) or manipulate(s)	Mark Allocation	Maximum marks per sub-section
		Application	
S4: SO4	**Creating a database**	(7)	
	Appropriate field names	1	
	Appropriate data types (all present)	2	
	Populating table	3	
	Selecting a suitable primary key	1	
S4: SO4	**Creating queries**	(7)	
	Simple query	1	
	Complex query (criteria 1) 1 (criteria 2) 1	2	
		Interpretation and Analysis	
S4: SO4	Correct use of (2) and results from query (2)	4	
S4: SO4	**Generate report**	(4)	
	Selection of appropriate fields for report	2	
	Correct specific report title	2	

SUMMARY OF OBJECTIVES TESTED
(Section IV. Use of Application Software: GO1, GO2, SO4)

- Creating database
- Accuracy of information
- Creating queries
- Generating Reports

(i) Form Letter

Angel's Delight Cosmetics Store
11 Main and Smith Street Georgetown Guyana

Telephone: (592) 444-8975   Fax: (592) 444-8975   E-mail: angeld@yahoo.com

June 30, 2024 [Use Insert Date command for today's date]

<<Title>> <<FirstName>> <<LastName>>
<<Address 1>>
<<Address 2>>
<<City>>

Dear <<Title>> <<LastName>>

We are happy to announce that the company will be opening a new branch of Angel's Delight Cosmetics Store in the heart of the capital Georgetown Guyana! We are located at the corner of Main and Smith Street, near the Marriot Hotel. Our first five customers will get a free facial!

Come right in for all your cosmetics needs!

Hope to see you soon.

Yours sincerely

Candace Moore

_____
Candace Moore
Marketing Manager

(ii) Data source

Mr. Michael Jones
34 North Road
Georgetown
Guyana

Miss Paula Smith
72 King Street
Georgetown
Guyana

Mr. Sherwin Hartman
54 Malanie Damshania
East Coast, Greater Georgetown
Guyana

Mrs. Denise Singh
78 Victory Street
East Coast, Greater Georgetown
Guyana

Miss Joan Miller
58 Crane Housing Scheme
Friendship East Bank
Georgetown
Guyana

Task:

1. Create the form letter shown and save it as Primary letter.
2. Create the word data source using the given field names as follow: Title, FirstName, LastName, Address 1, Address 2, and City.
3. Include the given records and name the data file "**Customersdata**".
4. Merge to a new document.
5. Retrieve Primary Letter and perform the merge again to all customers in the database.

Mark Scheme

Specific Objective	The effectiveness with which the candidate (s) use (s) or manipulate	Mark Allocation	Maximum marks per sub-section
	Mail Merge facility		(12)
		Application	
S4.SO7 S5.SO5 S5SO6	Selection of objects or data for required merge fields in: (i) Data source (All fields present) (ii) Primary document (date, address, salutation, body, closing)		5 5
		Interpretation and Analysis	
S4.SO7 S5.SO5 S5. SO6	Final document consistent with merged document	2	

Angel's Delight Cosmetics Store
11 Main and Smith Street Georgetown Guyana

Telephone: (592) 444-8975   Fax: (592) 444-8975   E-mail: angeld@yahoo.com

June 30, 2024

Mr Michael Jones
34 North Road
Georgetown
Guyana

Dear Mr Jones

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Come right in for all your cosmetics needs!

Hope to see you soon.

Yours sincerely

Candace Moore

_____
Candace Moore
Marketing Manager

RECORDING PROCEDURE

1. When a mail-worthy copy is produced the teacher will sign and date it at the bottom right-hand corner, and then put a tick (✓)in the corresponding position on the Assessment Sheet against the candidate's class number and initials.

    If the work submitted by the candidate is NOT mail-worthy, but is included in the Portfolio, or if the candidate does not submit a sample, the teacher will put a zero (0) in the corresponding position.

2. The portfolio must contain only those tasks specified for assessment.

3. At the end of the assessment period the candidate's total score will be recorded in the grand total column at the bottom of the page.

4. *Refer to the "Guidelines for the Submission of Electronic SBA samples" for further instructions.*

LABELLING

Each portfolio must have a cover page that should indicate the subject, examination period, candidate's name/registration number, school and territory. This would facilitate the prompt return of a portfolio **CXC®** requested for purposes of moderation.

Paper 032 – The Alternative to the SBA

Paper 032 *represents the Alternative to the SBA component of the examinations in Electronic Document Preparation and Management which is completed by the out of school population. This component of the examination is compulsory. Paper 032 will consist of TWO questions, which will be based on scenarios.*

Question ONE will be research based and the candidate will interpret the data presented in the scenario, state possible titles, propose any research questions, aims and outline possible methodology (quantitative or qualitative) and data collection instruments. Based on sample data provided candidates can also present the data in a recommended format and present any tables and graphs. Candidates will also state conclusions and references from the scenario.

Question TWO will be scenario based requiring candidates to create specific items for inclusion in a portfolio (see page 43). The marks will be allocated as follows:

Knowledge and Comprehension	-	10 marks
Application	-	70 marks
Interpretation and Analysis	-	*15* marks

♦ RECOMMENDED MINIMUM HARDWARE AND SOFTWARE REQUIREMENTS

It is the responsibility of schools presenting candidates for the examination to ensure that the required hardware and software are in place to achieve the syllabus objectives.

Recommended Hardware

A computer with the capabilities to run application software:

(a)   graphics must be installed;
(b)   a minimum of 1 Gbyte memory (RAM); and,
(c)   hard disk with at least *1Gbytes* of free space.

Recommended Software

1.   Word processing: Microsoft Word

2.   Spreadsheets: Microsoft Excel

3.   Presentations: Microsoft PowerPoint

4.   Database: Microsoft Access

5.   Graphic Manipulation: Microsoft – Publisher, Paint, PowerPoint

GUIDELINES FOR THE CONDUCT OF PAPER 02 AT EXAMINATION CENTRES

1.   Examination centres should have sufficient computer workstations on the day of the Paper 02 examination to facilitate candidates who are registered to write the examination.

2.   Candidates must be given a warm-up time of 20 minutes during which time they are required to familiarize themselves with the equipment and to report any perceived defects to the Invigilator.

♦ **LIST OF COMMON ERRORS AND ABBREVIATIONS**

In assessing the profile dimensions, Accuracy and Speed the following errors are penalized:

1.   typographical;

2.   grammatical;

3.   spelling;

4.   omission or insertion;

5.   incorrect insertion;

6.   inappropriate capitalization;

7.   uninterrupted abbreviations;

8.   standard abbreviations;

9.   omission of punctuation marks;

10.   incorrect spacing in headings;

11.   transposition;

12.   omission/insertion or insertion of text;

13.   *incorrect paragraphing;*

14.   *abbreviations not expanded;*

15.   *omission or insertion of formatting features;*

16.   *incorrect spacing between words or between lines; and,*

17.   *inappropriate line-end division.*

COMMON MANUSCRIPT SIGNS

Stet	~~wrong word~~ or	✓
Run on	⟨	
Lowercase	l.c. <u>Underline</u>	
Uppercase	u.c. <u>underline</u>	
New paragraph	NP, * or //	
Indent	→	
Line up (Align)	|||	
Move to the left	←	
Start lower on page	↓	
Move up	↑	
Insert	⋏	
Delete	°/ π	
Transpose	1 ⌡2	
Initial caps	ini caps	
Closed caps	cl. caps	closed caps
Spaced caps	sp. caps	spaced caps
Close up	clos ⌣ e	
Leave a space	#	
Move the section in the balloon to the indicated position	O	→

Abbreviations which are always used:

Open punctuation	Closed punctuation
eg	e.g.
etc	etc.
ie	i.e.
Messrs	Messrs.
Mr	Mr.
Mrs	Mrs.
Ms	Ms (full stop not necessary)
am	a.m.
pm	p.m.

Manuscript abbreviations which should be expanded:

accom	accommodation
advert	advertisement
a/c	account
appprox	approximately
appt	appointment
bn	been
co	company
dr	dear
dept	department
ffly	faithfully
fr	from
hv	have
necy	necessary

ref	reference
sh	shall
shd	should
sin/sinc	sincerely
th	that
w	with
wl	will
yr	year/your
yrs	yours

Days of the week (for example Mon. Tues.) and months of the year (for example Jan. Feb.) should be expanded.

♦ GLOSSARY OF TERMS USED IN ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

WORD/TERM	DEFINITION/MEANING
Active Cell	The cell highlighted with a darker border so that you can tell where you are in the workplace.
Adhesive Envelope	An envelope with an adhesive strip at the back on the inner sides.
Aligning	Arranging data items in correct relevant positions. For example, a data item residing in a cell will usually be aligned in one of three positions within the cell, namely left-align, right-align or centred.
Anti-trap envelope	An ordinary pocket style envelope with a clip at the back to fasten the flap, or a shallow pocket at the back on the inside of the opening to enable the flap to tuck into the pocket without sealing.
Aperture envelope	An envelope with uncovered rectangular panel at the front.
Applications software	A set of programs designed to assist users to perform a variety of tasks.
Archive	A secure place away from the normal filing system where files can still be accessed if necessary.
Attachment	A file or picture sent with an e-mail message.
Automation	Computer control of machines and processes.
Auto shapes	A variety of shapes that include basic shapes, lines, connectors, stars, banners, flow charts and callouts.
Backing storage	Memory external to the computer used for storage of large quantities of data or large programs. Backing store is also known as secondary store, auxiliary store or external store.
Backing up	The process of making a duplicate or copy of a file and store it on another storage medium.
Balance Sheet	A statement showing the financial position of a business on a specific date.
Bit	An acronym for binary digit. It can have a value of 1 or 0.
Blogging	A form of social networking whereby participants (bloggers) produce content to post their blogs and build social relations with their readers.

WORD/TERM	DEFINITION/MEANING
Bond Paper	Thick, high-quality paper with a gloss finish or watermark, and commonly used for printing letterheads.
Business Reply Envelope	An ordinary envelope which enables the receiver to respond to the sender (usually an organization) without paying postage.
Border	In printing a spreadsheet certain group of column or rows may be designated as left or top borders to ensure that the information they contain will appear on all pages of the print-out.
Bulletin board	An electric equivalent of a conventional bulletin board. It is used as part of a communication network where users can post messages, read messages posted by other users, communicate with the system operator and upload or download programs.
Byte	A group of eight bits, usually representing a single character.
Carpal Tunnel Syndrome	A painful condition of the hand and fingers caused by compression of a major nerve where it passes over the carpal bones. This nerve connects the forearm to the palm of the hand.
Character	One of the set of symbols that may be represented in a computer. Characters may be letters, digits and symbols.
Chat Room	A location or an internet server that permits users to communicate with each other in real time.
Cloud Storage	*A model of computer data storage in which digital data is stored in logical pools. The physical storage spans multiple servers and the physical environment is typically owned and managed by a hosting company.*
Computer	Electronic machine or device that accepts and processes data to produce information.
CPU	Central Processing Unit.
Cropping	Cutting a part of an image.
Cut	To delete or remove text from its original position.
Database	A collection of data files that may be used by a number of applications with storage and access to the data controlled by a set of programs known as Database Management System (DBMS).
Database Management System	Programs and database files that allow timely and easy controlled access to data by a number of users.

WORD/TERM	DEFINITION/MEANING
Download	*Process whereby programs or data are transferred via communications channels, from a computer and stored on media located at the user's computer.*
Editing	The correcting of errors and making necessary changes to a document.
Electronic mail	Mail or messages transmitted electronically by computers via communication channels. It is usual for such messages to be held in a central store for retrieval at the user's convenience.
Encryption	The process of converting readable data into characters that cannot be understood to prevent unauthorized access.
Ergonomics	The applied science of incorporating comfort, efficiency and safety into the design of the workplace.
Exporting	The process of sending data electronically from one software program to another.
Fax Modem	A communication device that enables the computer to send and receive faxes via the telephone system.
Field	1. A section of a record containing data relating to one attribute of an entity. 2. Part of a machine instruction containing an operation Part or address.
FTP	*The File Transfer Protocol is a standard network protocol used for the transfer of computer files between a client and server on a computer network.*
File	A document in the form of text, picture or video and a program.
Firewall	A program that identifies certain weaknesses in a computer network and tries to prevent the resources from intrusion by users on another network.
Flimsy Paper	Thin, low quality paper that is used for printing documents with multi-copies, sets of forms, or drafts.
Flow Chart	1. A diagram showing the steps, sequence and relationship of the various operations involved in the process of completing a specific task. 2. A graphical representation of a computer program in relation to its sequence of functions.

WORD/TERM	DEFINITION/MEANING
Folder	A storage space for data.
Font	A family or collection of characters (letters, punctuation marks, numbers and special characters) of a particular size and style.
Footnote	An explanation, comment or reference for text in a document.
Hardcopy	A permanent form of a document produced by print media.
Hardware	The physical components of a computer system such as the computer itself, input, output, and storage devices.
Home page	The file available for access at a World Wide Web site intended chiefly to greet visitors, provide information about the site, and direst them to other sites with more related information.
HTML	Hyper Text Markup Language. A markup language used to structure text and multimedia documents used extensively on the World Wide Web.
HTTP	Hyper Text transfer Protocol. A protocol used to request and transmit files, especially Web pages and Web page components, over the Internet or other computer network.
Immediate access storage	The memory within the central processor. Also referred to as internal use or main store.
Indexing	Creating a secondary file which contains pointers to items in an associated database file and allows rapid location of records in the file.
Information	Meaningful knowledge produced from raw data files.
Information retrieval	The process of retrieving specific information from data files.
Insetting	A technique that is used to draw the reader's attention to a portion of the text.
Integrated package	This package combines several applications in a suite of programs. Most of these packages combine a word processor; spreadsheet and database program. Data is shared easily between these integrated programs.
Interactive processing	A processing system that allows "dialogue" between computer and user.

WORD/TERM	DEFINITION/MEANING
Internet	The Internet is the largest computer network system in the world. It consists of many smaller networks connected together around the world. The Internet is often called the information superhighway or cyberspace.
Joystick	An input device that uses a lever to control cursor movement or graphic images.
Justification	This is the adjustment of alignment of one or more lines of text with a particular margin, for example, alignment with the left margin, the right margin or both. The term justification often is used to refer to full justification of the alignment of text along both margins.
Keyboarding	The process of entering data into a computer via the keyboard as an input device.
Kilobyte	One thousand and twenty four bytes.
LAN	Acronym for Local Area Network. A type of computer network where two or more computers are directly linked within a small area such as a room or building site. A common characteristic of this system is that computers are linked by direct cables rather than by telecommunication lines.
Light pen	A light-sensitive input device which when it touches the screen detects the presence or absence of light. It is used to select an entry or indicate a position.
Magnetic disk	A mylar (floppy disk) or metallic (hard disk) circular plate on which electronic data can be stored magnetically. Suitable for direct or random access data storage and retrieval.
Magnetic tape	A storage medium consisting of a flexible plastic strip of tape covered with magnetic material on one side, used to store data. It is available in spools or cassettes.
Mail-merge	A facility found in full-fledged word processing programs that draws information from a data source, usually a mailing list, to print multiple copies of a document. Each copy contains some common text but each bearing different addresses.
Main-memory	See immediate access storage.
Mainframe	A large-scale computer with a variety of peripheral devices, a large amount of backing store and a fast CPU. The term is often used in comparison with a smaller or subordinate computer. It should be noted that there is no clear dividing line between mainframes and minicomputers.

WORD/TERM	DEFINITION/MEANING
Margins	Space provided to the left, right, top and bottom of a page of text or data.
Menu	A screen listing commands of action or alternatives to lead the user through an interactive program.
Menu-driven	The characteristics of a software program that provides the user with a menu.
Merge	The combination of two or more files on the basis of common field (key field).
Microcomputer	A computer based on a microprocessor.
Microfiche	An output medium consisting of microfilm sheets. Very high density storage can be attained using this method of storage.
Microprocessor	A single chip which contains the arithmetic/logic unit (ALU) and the control unit (CU).
Minicomputer	A computer whose size, speed and capabilities lie between those of a mainframe and a microcomputer.
Mobile Networking	*Communicating wirelessly across an immense land area around the world.*
Modem	Acronym for modulator-demodulator. A device that converts signals from analogue to digital and vice versa. A modem lets computers exchange information through telephones lines.
Monitor	A television-like device used to display data.
Mouse	An input device that controls the movement of the cursor. The cursor moves in response to the movement of the mouse on a flat surface.
Natural language processing	The availability of the computer to understand and translate a natural language, like English, into commands to perform a given operation.
Network	A network is a group of connected computers that exchange information and share equipment.
Numeric	Data Comprising digits on which mathematical operations can be performed by a computer system.
Online	A processing technique whereby terminals and other peripherals are connected to and controlled by the central processor. It provides the means for using computers on the basis of time sharing, on-line data input, interactive conversational-mode processing, random enquiries and for real-time processing.

WORD/TERM	DEFINITION/MEANING
Operating system	A set of programs that control and supervise the resources of a computer system. It also acts as an interface between the user and the computer.
Peripheral	Any hardware device connected to and controlled by the central processing unit (CPU).
Plotter	An output device specially designed to produce a hard copy of graphical data.
Point of sale terminal	A device that reads data at the source of a transaction, for example, a supermarket checkout and stores it for subsequent transmission directly to the computer system for processing.
Printer	A device specially designed to produce a hard copy of computer output.
Protocol	A set of rules and procedures controlling the transmitting and receiving of data so that different devices can communicate with each other.
Real-time	A processing mode in which the passage of real-time is critical to the application.
Register	A permanent location in the internal memory of a processor used for the temporary storage of data during processing operations.
Record	A collection of fields on data related to one entity.
Resolution	A characteristic of a monitor's screen, determined by the number of pixels that can be displayed by it.
Scrolling	The act of shifting the contents of the screen up or down. In upward scrolling the lines formerly appearing at the top of the screen are "scrolled away", those below are moved up and new lines of data which exist below those formerly on screen now come into view. In downward scrolling the reverse takes place. Scrolling usually proceeds a line at a time, (may be facilitated on some computers by use of a scroll-on/off key) in combination with up and down cursor movements. Scrolling may also be performed sideways to the left or right using left and right cursor movements.
Search	Process of locating data in a database file by reference to a key field(s) in the records.
Section Break	A mark that indicates the end of one section in a document and the beginning of the next.
Sector	A pie-shaped division of each disk track.

WORD/TERM	DEFINITION/MEANING
Simplex	A transmission system that allows data transfer in one direction only.
Social media	Social media is a social instrument of communication that allows the creation and exchange of user-generated content. Social media websites include sites for Social networking (for example Facebook) and sites for Social Photo and Video Sharing (for example YouTube, Flickr).
Software	A collection of programs, procedures and routines which direct the operations of a computer.
Software package	A fully documented program or set of programs generalized and designed to be used with little or no modification.
Sort	Pre-distribution of data into an order on the basis of the contents of a key item (sort-key).
Source document	A document used for the initial recording of data relating to business transactions. Very often source data needs to be converted into machine-sensible form, for example, punched cards or paper tape, before it can be processed by a computer.
Spell-check	A dictionary feature associated with a word processor which allows the user to easily detect and correct errors in spelling. One can add new words to the dictionary so that the latter may grow with usage.
Telecommunication	The process of transmitting data between devices using transmission facilities such as telephone lines or microwave links.
Telecommuting	A method of working where an off-site employee uses computer and a communication channel to communicate with the office computer.
Telemarketing	The employment of telephone lines and computers to market products and manage accounts.
Template	A pre-developed page layout in electronic or paper media used to make new pages with a similar design, pattern, or style.
Terminal	The combination of a monitor and keyboard to input and check data and to view output. A terminal does not necessarily include a processor.
Textbox	A feature which allows you to place text into a document. It usually gives you a special shape in which to work.
Toggle Key	Any key that is used to initiate and remove an action.

WORD/TERM	DEFINITION/MEANING
Touch terminal	Also called a touch screen. A device that allows data to be input by touching a screen with the finger or other object. The surface of the screen consists of a number of programmed touch points each of which may trigger a different action when selected by the user.
Track Changes	A feature in Word Application that allows you to see what changes have been made to a document.
Turnaround	A document which, after being output by the computer, can be used to record data.
Upload	Process of reading data from a user's computer storage and sending it to another computer via communication channels.
URL	Each page on the Web has a unique address called the Uniform Resource Locator (URL).
User name	A unique combination of characters such as letters of the alphabet or numbers that identifies one specific user.
Validation	A checking process in a program which is aimed at finding out if data is correct, meaningful or secure. Validation should be carried out on any data that is entered from the keyboard, even when this is simply a Y or N response.
Versioning	A process by which documents are checked in and out of the document management system, allowing users to retrieve previous versions and to continue working from a selected point.
Videoconferencing	The process of communicating with several persons in remote locations using a telephone, computer system, and a video or web camera.
VOIP	Abbreviation for Voice over Internet Protocol. A feature which enables users to speak with others over the internet using their desktop and mobile computer or device.
VPM	*Visual Project Manager is a program used to create talking animated characters in presentations; contains a scripted program instructions to invoke Vox Proxy functions; and can be used to drive slide shows or animate talking characters.*
Web page	A document on the World Wide Web, consisting of an HTML file and any related files for scripts and graphics and often hyperlinked to other Web pages.

WORD/TERM	DEFINITION/MEANING
Web site	Set of interconnected Web pages, usually including a home page, generally located on the same server, and prepared and maintained as a collection of information by a person, group, or organization.
Web browser	A program which lets you view and explore information on the World Wide Web. Examples of popular web browsers are: Microsoft Internet Explorer, Mozilla Firefox and Google Chrome.
World Wide Web (WWW)	The World Wide Web, commonly referred to as "the Web", is a graphical easy-to-use system of interlinked files on the Internet.

Western Zone Office
26 August 2024

CARIBBEAN EXAMINATIONS COUNCIL

Caribbean Secondary Examination Certificate[®]
CSEC®

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Specimen Papers and Mark Schemes/Key

Specimen Papers:

Paper 01
Paper 02
Paper 032

Mark Schemes and Key:

Paper 01
Paper 02
Paper 032

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

**C A R I B B E A N   S E C O N D A R Y   E D U C A T I O N   C E R T I F I C A T E®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 01 – General Proficiency

1 hour 30 minutes

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1.   This test consists of 60 items. You will have 1 hour and 30 minutes to answer them.

2.   In addition to this test booklet, you should have an answer sheet.

3.   Each item in this test has four suggested answers lettered (A), (B), (C), (D). Read each item you are about to answer and decide which choice is best.

4.   On your answer sheet, find the number which corresponds to your item and shade the space having the same letter as the answer you have chosen. Look at the sample item below.

Sample Item

The MOST appropriate salutation for a business letter is

(A)   Hi James   Sample Answer
(B)   Dear Mrs Ali
(C)   My Dear Solomon   (A) ● (C) (D)
(D)   To All Staff Members

The best answer to this item is "Dear Mrs Ali", so (B) has been shaded.

5.   If you want to change your answer, erase it completely before you fill in your new choice.

6.   When you are told to begin, turn the page and work as quickly and as carefully as you can. If you cannot answer an item, go on to the next one. You may return to that item later.

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

<u>Items **1–5**</u>

Instructions: Some of the following sentences are unacceptable because of inappropriate grammar, punctuation or vocabulary. Some sentences may be acceptable as they stand. No sentence contains more than one error.

Select the letter (A), (B) or (C) to identify the error. If the sentence is acceptable as it stands, choose D.

1. Direct the chairman and members of the **board** to **there** respective seats in front of the **podium**
                                                  (A)   (B)   (C)
NO ERROR
  (D)

2. "I am going to live with my father in Jamaica**;"** Kasia whispered**,** **"**and I won**'t** come back
                                               (A)   (B)   (C)
here." **NO ERROR**
       (D)

3. The information on the customers' files **is** not in chronological order, making **it** difficult for
                                        (A)   (B)
a **R**esearcher to access. **NO ERROR**
  (C)   (D)

4. The administrative assistant known for typing **reports quick** was invited to sit on the **panel**.
                                        (A)   (B)   (C)
NO ERROR
  (D)

5. Students who repeatedly fail to submit homework assignments must present themselves to the

principals' office for **evaluation** and **assessment**. **NO ERROR**
  (A)   (B)   (C)   (D)

Items **6–10**

Select the appropriate abbreviation or manuscript sign for the text in bold print in EACH scenario.

6. A secretary is preparing a letter to be submitted to the Minister of Housing on behalf of residents. Which of the following abbreviations is MOST appropriate when using **closed uppercase letters** for the names of the residents?

   (A) c.cpls
   (B) cl.caps
   (C) cap.clsd
   (D) clsd.cpls

7. Which of the following is MOST appropriate for indicating that **uppercase initials** are to be used for all of the cities included in the presentation document prepared for the director to deliver to the International Committee on Climate Change Mitigation?

   (A) u.c
   (B) adv.
   (C) up.ca.
   (D) a-caps

8. An administrative assistant has been given a draft to prepare a letter that introduces a company to the local community. A symbol was used to indicate the start of **a new paragraph** outlining the offer being made to the community.

   Which of the following symbols was used?

   (A) ≠
   (B) ♯
   (C) //
   (D) »

9. An author submitted an article containing paragraphs to be **transposed**.
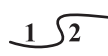
   Which of the following symbols would the author have used to instruct the typesetter?

   (A)   (B)   (C)   (D)

10. A secretary is required to prepare a report on the proceedings of a meeting with the occupants of a housing community. The report **must align all** the questions asked with the relevant answers given.

Which of the following is the MOST appropriate symbol for indicating this alignment?

(A) |||
(B) ///
(C) »
(D) §

Item **11** refers to the following table.

	A	B	C	D	E
1	34	58	73	52	

11. Which of the following statements may be used to calculate the average of the numbers shown in the table above?

(A) AVERAGE = (A1-D1)
(B) =AVERAGE(A1:D1)
(C) AVERAGE = (A1*D1)
(D) =AVERAGE(A1 to D1)

Item **12** refers to the following Excel toolbar.

12. The circled icon on the toolbar above is used to

(A) wrap text
(B) merge cells
(C) sort and filter
(D) set the margins

Item **13** refers to the following images.

I.
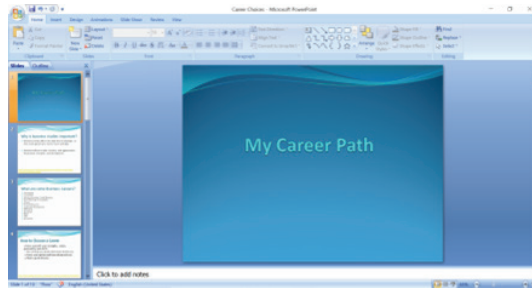
II.
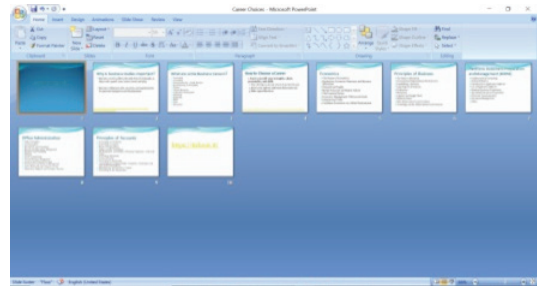
III.

13. Which of the images above indicate(s) that the presentation is in Slide Show mode?

(A) I only
(B) II only
(C) III only
(D) II and III

Item **14** refers to the following icons.

I.
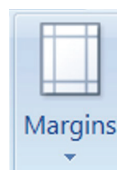
II.
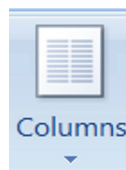
III.
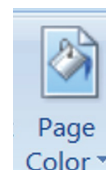
14. Which of the icons above would NOT be available under the Layout option in the menu bar in Word?

(A) I only
(B) II only
(C) III only
(D) I and III

Item **15** refers to the image below.

15. Which of the following views is represented by the image?

(A) Design
(B) Datasheet
(C) Pivot table
(D) Pivot sheet

16. Which of the following statements BEST describes a computer?

(A) A handled device that processes information
(B) A handled device that accepts and processes data
(C) An electronic device that accepts and processes information to produce data
(D) An electronic device that accepts and processes data to produce information

17. Which of the following is NOT a component of a computer system?

(A) Firewall
(B) Hardware
(C) Storage system
(D) Processing system

18. Which of the following was the first type of computer?

(A) Minicomputer
(B) Microcomputer
(C) Desktop computer
(D) Mainframe computer

19. Which of the following are advantages of using a computer system?

 I. It can automate repetitive tasks.
 II. It provides access to more information.
 III. It is complex and reduces the risk of cyber-attacks.

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

20. Which of the following BEST defines the term ergonomics?

(A) Designing workspaces to fit the people who use them
(B) Determining the time and resources available to workers
(C) Analysing the total economic cost of work-related injuries
(D) Arranging the workspace for people who work on a computer all day

21. An input device can be BEST described as a/an

(A) visual display software
(B) tool that receives data from the computer
(C) tool that sends data to a computer system for processing
(D) application that sends information to the computer system for processing

22. Storage media can be BEST described as

(A) devices that can only hold and store information temporarily
(B) devices used to store, retrieve, or transmit electronic data
(C) devices that give access to shared stored information
(D) hardware devices used to store electronic data

23. A web-based application software can be BEST defined as a software that

(A) performs specific tasks on the computer
(B) co-ordinates activities among computer devices
(C) performs specific tasks and is external to the computer
(D) contains instructions that allow the running of the application

24. Which of the following are ways of caring for computer software and peripherals?

I. Regular cleaning of hardware
II. Defragmentation of hard drives
III. Use of factory-specified guidelines

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

25. When keying data on a computer, the data-entry clerk should

(A) keep elbows bent at 90º angle
(B) keep wrists straight while keying
(C) position documents flat on the deck for easy viewing
(D) have keyboard and mouse just out of reach

26. Which of the following home row keys are PRIMARILY used by the left hand?

(A) ;ikj
(B) post
(C) asdf
(D) hnmy

27. Which of the following injuries will MOST likely result from having poor posture while using a computer?

(A) Backache
(B) Headache
(C) Repetitive strain injury
(D) Carpal tunnel syndrome

28. When viewing a monitor, the ideal distance between your eyes and the computer screen should be

(A)   20 inches
(B)   24 inches
(C)   30 inches
(D)   36 inches

29. Which of the following is used to move the cursor to the beginning of the previous word?

(A)   Ctrl + Up Arrow
(B)   Ctrl + Left Arrow
(C)   Ctrl + Right Arrow
(D)   Ctrl + Down Arrow

30. Which of the following software enables users to perform different types of activities and work on a computer?

(A)   Utility
(B)   Device
(C)   System
(D)   Application

31. The arrangement of data into rows and columns is known as

(A)   tabulation
(B)   classification
(C)   frequency distribution
(D)   cumulative frequency distribution

32. Selena was invited to speak at a seminar about team building. She wants to use technology to provide prompts during the seminar. Which of the following software would be MOST suitable?

(A)   Word
(B)   Excel
(C)   Access
(D)   Powerpoint

33. Which of the following is NOT a common use of graphic software?

(A)   Designing logs and branding materials
(B)   Creating visually appealing presentations
(C)   Creating complex diagrams in a spreadsheet
(D)   Enhancing documents with images and illustrations

34. Which of the following software packages is BEST suited for the retrieval of student information by gender?

(A)   Word
(B)   Database
(C)   Powerpoint
(D)   Spreadsheet

35. Which of the following alignment options will allow a user to arrange text evenly in a paragraph?

(A)   Left
(B)   Right
(C)   Centre
(D)   Justify

GO ON TO THE NEXT PAGE

36. Which special notation is commonly used on envelopes to indicate that the contents are restricted from others besides the addressee?

   (A) Private
   (B) Classified
   (C) Restricted
   (D) Confidential

37. Which social network is considered the MOST popular for business-to-business marketing?

   (A) LinkedIn
   (B) Facebook
   (C) Instagram
   (D) WhatsApp

Item **38** refers to the following graphic which indicates that copies of the message were sent to additional people.

38. Which of the following fields indicates that the recipient does not know that the message has been sent to other persons?

   (A) To
   (B) Cc
   (C) Bcc
   (D) Subject

39. Which of the following are advantages of electronic communication?

   I. Sending and receiving communication speedily.
   II. Using electronic communication is cost effective.
   III. Sending information to more than one person at the same time.

   (A) I and II only
   (B) I and III only
   (C) II and III only
   (D) I, II and III

40. Blogs have bloggers, web sites have users, Facebook has friends, but Instagram has

  (A) cliques
  (B) networks
  (C) followers
  (D) communities

41. Which of the following are examples of methods that may be used to organize emails?

  I. Keeping unread email
  II. Organizing folders by date or sender
  III. Archiving and moving email elsewhere

  (A) I and II only
  (B) I and III only
  (C) II and III only
  (D) I, II and III

42. Which of the following is NOT a factor to be considered in the selection of electronic communication?

  (A) Cost
  (B) Genre
  (C) Urgency
  (D) Convenience

43. Which of the following communication media, should be selected to send an urgent message to a client?

  (A) Letter
  (B) Email
  (C) Telephone
  (D) Memorandum

44. Which of the following communication media is MOST appropriate for maintaining the receiver's attention?

  (A) Letter
  (B) Email
  (C) Teleconferencing
  (D) Videoconferencing

45. Which of the following is the MAIN advantage of using electronic filing over manual filing?

  (A) Greater security
  (B) More sustainability
  (C) More efficient use of space
  (D) More efficient use of resources

46. Examples of a source document are

  I. paper documents
  II. a computer data-entry screen
  III. a company's financial statements

  (A) I and II only
  (B) I and III only
  (C) II and III only
  (D) I, II and III

47. The Caribs file is stored in Drive D in a folder named History which is stored in a folder named Test. Which of the following represents the hierarchical structure of how the Caribs' file is stored?

  (A) D:\Test\History\Caribs
  (B) D:\History\Caribs\Test
  (C) Test\History\:D\Caribs
  (D) D:\Caribs\History\Test

48. Which of the following represents an alternative name for a folder?

  (A) File
  (B) Directory
  (C) Subfolder
  (D) Programme

49. What can be done to prevent the accidental deletion of data?

  (A) Defrag drives
  (B) Use cloud storage
  (C) Write-protect storage
  (D) Only allow access with an ID and password

50. Which of the following statements about password safety is true?

  (A) It should contain only letters.
  (B) It should be changed regularly.
  (C) It should be written down for future access.
  (D) It should be changed only if it is compromised.

51. Simone came to work and found that her computer was operating very slowly. She realized that there were lots of scanned documents stored in My Documents. These files would be required in a year's time. Simone was given permissiom to save the files and store them away for later use.

Which of the following would be the MOST efficient means of storage for Simone to use?

  (A) Emailing the files to herself
  (B) Storing the files in cloud storage
  (C) Storing the files on an external hard drive
  (D) Creating a new folder on her hard drive to store the files

52. Anderson was an IT technician at the Ministry of National Security. When the new set of computers came, Anderson was asked to oversee the disposal of the used computers which had highly sensitive information stored on them.

What is the BEST method for disposing of these old computers?

(A) Place in the trash.
(B) Stack in a secure room.
(C) Donate to the less fortunate.
(D) Remove and destroy the hard drives.

53. Tina was looking for an image with a specific dimension to place into a document. To ensure that she got what she needed, she was advised to pay attention to the properties of the image which described the content of the picture.

Which of the following properties was NOT considered as the metadata of the image?

(A) Size of image
(B) Image resolution
(C) Cope of each image pixel
(D) Date the image was created

54. Israel's teacher advised him to compile all his original poetry into a book. Israel likes the idea but is afraid that other poets and artistes may capitalize on his poetry. He was advised that he had a right to protect his poetry.

What law would you advise Israel to consider in order to protect his poetry from those who may want to exploit his hard work?

(A) Larceny
(B) Infringement
(C) Counterfeiting
(D) Intellectual property

Items **55** and **56** refer to the following excerpt from a newspaper article.

Intellectual property issues strike at the heart of the steelpan

The intellectual property (IP) issues that have plagued the steelpan, a musical instrument created from discarded metal oil barrels by impoverished musicians, strike at the heart of intellectual property issues affecting the developing world. As the music, first developed in Trinidad and Tobago, has become symbolic of Caribbean innovation in music, the region has also shared the instrument's quest for recognition. The complexities of globalization, competitive trade and intellectual property regimes have made it difficult to establish ownership and innovation in the creative sectors. Much about the development of the steelpan still resides unrecorded within oral and traditional knowledge, even as engineers and musicians apply new technologies to the instrument. This month's clash between the Government of Trinidad and Tobago, and lecturers and technicians from the University of the West Indies (UWI) is not the first time that contestations of ownership have arisen over the steelpan, its music, and the processes of manufacture and tuning.

Kris Rampersad, "Intellectual property issues strike at the heart of the steelpan".
Trinidad Guardian, 29 July 2011. https://www.guardian.co.tt/article-6.2.447523.a608c18300

55. Based on the case study, what rights are being protected under intellectual property law?

    (A)   Patent
    (B)   Copyright
    (C)   Trademark
    (D)   Plagiarism

56. Which of the following is NOT an ethical issue as it relates to intellectual property?

    (A)   Innovation of idea
    (B)   Contestation of ownership
    (C)   Disregard of other creators
    (D)   Recognition for enhancements

Items **57** and **58** refer to the following image.

https://s3.amazonaws.com/libapps/accounts/668/images/plagiarism-cartoon.jpg

57.   What intellectual property infringement has the student confessed to his teacher?

(A)   Copyright
(B)   Plagiarism
(C)   Trademark
(D)   Trade secrets

58.   Which of the following is NOT a guideline to avoid plagiarism?

(A)   Paraphrase.
(B)   Copy and paste.
(C)   Cite your source.
(D)   Include quotations.

59. The COVID-19 pandemic fast tracked online learning in most countries. Teachers have complained that students have not been behaving appropriately in the online environment. In order to have students regulate their own behaviour within the online environment, school administrators have asked them to suggest guidelines.

Which of the following recommendations should be adopted by the school?

    I.   Join the classes with your registered name.
   II.   Raise your hand to get permission to speak.
 III.   Use chat to socialize with friends during class.

    (A)   I and II only
    (B)   I and III only
    (C)   II and III only
    (D)   I, II and III

60. Paul Drake charged the graduates to stand by their values even if others make fun of them or put pressure on them to do something that is wrong. Which work ethic is Paul's charge clearly promoting?

    (A)   Integrity
    (B)   Teamwork
    (C)   Productivity
    (D)   Communication

END OF TEST

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

SPECIMEN PAPER 2024

Item No.	Key	Specific Objective	Profile	Item No.	Key	Specific Objective	Profile
1	B	2.8	A	31	A	3.3	KC
2	A	2.4	A	32	D	3.5	KC
3	C	2.8	A	33	C	3.6	KC
4	B	2.8	A	34	B	3.7	KC
5	A	2.4	A	35	D	4.1	KC
6	B	2.5, 2.7	A	36	D	5.7	KC
7	A	2.5, 2.7	A	37	C	7.1	KC
8	C	2.5, 2.7	A	38	C	7.2	KC
9	C	2.5, 2.7	A	39	D	7.3	KC
10	A	2.5, 2.7	A	40	C	7.4	KC
11	D	3.3	A	41	C	7.5	KC
12	B	3.3	A	42	D	7.6	KC
13	C	3.1, 3.5	A	43	C	7.6	KC
14	C	3.2	A	44	D	7.6	KC
15	A	3.4	A	45	D	8.1	KC
16	D	1.1	KC	46	B	8.2	KC
17	A	1.2	KC	47	A	8.3	KC
18	D	1.2	KC	48	B	8.3	KC
19	A	1.3	KC	49	C	8.4	KC
20	A	1.3	KC	50	B	8.5	KC
21	C	1.4	KC	51	B	8.6	IA
22	B	1.6	KC	52	D	8.6	IA
23	C	1.7	KC	53	C	8.7	IA
24	D	1.8	KC	54	D	9.1	IA
25	A	1.8	KC	55	A	9.2	IA
26	C	2.1	KC	56	C	9.2	IA
27	A	2.2	KC	57	B	9.4	IA
28	A	2.2	KC	58	B	9.5	IA
29	B	2.3	KC	59	A	9.7	IA
30	D	3.1	KC	60	A	9.8	IA

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 10 minutes

INSTRUCTIONS TO CANDIDATES

1. This paper consists of FOUR questions. Attempt ALL questions.

2. Read all instructions carefully before attempting each question.

3. 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**. The Invigilator will also record this information on the Supervisors' Irregularity Report.

4. Uncorrected errors will be heavily penalized.

5. Any accepted method of display consistently used in letter 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

Produce the main documents and data file, following ALL instructions.

(a)   Using A4 or letter size paper, create a suitable letterhead with an appropriate logo, using the information on the manuscript.

(b)   Using the letterhead created, type the letter in blocked style with top and bottom margins of 1" (2.54 cm) and left and right margins of 1" (2.54 cm). Use font style Time New Roman, 12 pt size, and single line spacing.

(c)   Address the letter to Mrs Danette Caitlyn, President of the Archery Council of the Eastern Caribbean P O Box 7756 CASTRIES CCC, St Lucia.

(d)   Merge the documents and print the letter to Mrs Caitlyn, appropriately indicating copies. Note: Copies are for the respective chapters of The Archery Association of the Eastern Caribbean.

(e)   Produce envelopes addressed to Mrs Danette Caitlyn and the respective chapters in alphabetical order.

(f)   Expand all abbreviated words EXCEPT Mr Mrs Ms St (for Saint).

(g)   Save the main document as **Letter**.

(h)   Save the data file as **Addresses**.

(i)   Print to pdf ONE copy of the main document, showing the fields. Save as **Main Document**.

Place on letterhead
with logo. →

The Barbados Chapter
The Archery ~~Association~~ council / ←
of the Eastern ←
Caribbean
PO Box 2020
St Michael TW99HD
Tel: (246) 404-7756
Barbado

WWW. Bararchap.com
SKYPE: Barbados. ~~Arc~~ Archap
ref: MA/aawdglco

Todays date
name
Position
Company
address 1
address 2
address 3

Dear << Salutations >>

Annual archery Competition
2 - 12 August 2024

Centre, **bold**
and uc →

②

uc the change in dates for
uc the annual archery competition
2024 as directed by the
uc council has been discussed
at a meeting of the executive
of the Barbados chapter
after which it was presented
to the general body.
Initially there was some
dissent, therefore, a vote
was taken. We are pleased
to inform you that the
vote was unanimous in favour
of the new dates. //Having
not had a competition

③

for ~~three~~ $ years, the members
are ^elated / at the announcement of
dates and are keen to be informed
of the categories ~~will~~ that be
included // The b̲arbados business

uc c̲ommunity ~~form~~ ~~forum~~ forum has agreed to
sponsor events, it is seeking
Space advertising. In that regard,
attached is a ^Proposed Sponsor Commitment

uc Sheet (drafted on the c̲ouncil's
~~form~~ ~~template~~) indicating to

uc S̲ponsors the T̲erms of
sponsorship and advertising, for
your consideration. // Please
indicate if the special

④

hotel rate for members and one accompaing person as applied in Trinidad & Tobago (at the last meet) will apply for the in St Lucia 2024 meet. By copy of this letter, the presidents of the

Commonwealth of

Grenada, / Dominica, St Vincent and the Grenadines, Antigua and Barbuda chapters are being informed of the position being taken by the Barbados chapter. Yours Sincerely,

Merilyn ~~Kwan~~ Kwanza (Mrs) admin Officcer .

⑤

Mr Honeywell Smit
Freedom Bldg
$ Downtown
St Johns
Antigua and Barbados

Mr felix Garbon
43 High Street
Kingston SG4 900
St Vincent and the Grenadines

Ms Isolene King
Coaker Rd
GRAND ANSE
Grenada

⑥

Ms Shonnel Waveney
8th fl
Tall House
ROSEAU
Commonwealth of Dominica

Ms Nacia Thorpter
102 Canal Street
GROS ISLET G15861J
St Lucia

Insert page numbers if necessary

(30 marks)

GO ON TO THE NEXT PAGE

Question 2

Pizza World has a chain of stores across the island. During the COVID-19 pandemic, sales fluctuated and management has taken the decision to downsize the organization.

You are required to do the following.

(a)   Utilize appropriate software to type the document, using landscape page orientation.

(b)   Use Times New Roman and size 12 pt unless otherwise stated.

(c)   Save the document as **Downsize Decision**.

(d)   Calculate the total sales, total purchases and total profits for each branch.

(e)   Calculate the average profits and arrange the table from lowest to highest based on the averages.

(f)   Format the figures to two decimal places.

(g)   Change the column width to 20 for all cells in the range B4:K12.

(h)   Change the row height to 25 for all cells in the range A6:A12.

(i)   Create an appropriate chart using average profits.

-        Include a chart title.
-        Include data labels.
-        Move the chart to another worksheet named **Chart1**.

(j)   Create a copy of the formula sheet.

-        Transfer the formula sheet to a Word document.
-        Save the Word document as **Downsize Decision1**.

Pizza World Decision Table ⎤– Centre, bold, 14pt

Merge columns for sales, expenditure and profit

Bold, 12pt⎤

Branch	– *Sales* –		total	– *Expenditure* –		total	– *Profit* –		total	–
	jan-jun	july-dec	total	jan-jun	july-dec	total	jan-jun	july-dec	total	*Avg*
	$	$	$	$	$	$	$	$	$	$
Old road	~~275300~~ 199450	236892		~~199103~~ 87213	163254					
jack & jill	137250	176368		64258	83124					
Orange valley	203137	97064		~~30257~~ 23641	48254					
Kingston Hill	~~278900~~ ~~258701~~	158369		1257456	103254					
Ave Laurel	2768123	145267		98250	87129					
New castle	169214	103460		64300	4653					
Old Town	213482	201674		10549	91714					

← **Vertical heading**

Row height - 25

Column width - 20

(30 marks)

Question 3

You are required to create a PowerPoint presentation using the information given.

(a)   Select an appropriate design for all slides. Be consistent.

(b)   Bold and centre ALL headings.

(c)   Use initial capitals for ALL headings.

(d)   Use font style Cambria and font size 44 for the heading on the title slide, and font size 38 for all other slides.

(e)   Insert a suitable, legible background on at least TWO slides.

(f)   Include a SmartArt design on ONE slide.

(g)   Use appropriate images, related to the topic, on at least THREE slides.

(h)   Display information creatively on each slide.

(i)   Insert a final slide for questions.

(j)   Follow ALL other instructions.

(k)   Save as **Internet Ethics**.

Include these notes on slide 3

Do's	*Don'ts*
• *Be careful when you download or copy resources from the internet* • *Respect the privacy of other users on the internet, just as you expect your privacy to be respected* • *Use the internet to help with schoolwork* • *Be careful of free online offers*	• *Share personal information* • *Download inappropriate apps* • *Suffer cyberbullying* • *Talk to strangers online* • *Visit web sites with inappropriate content*

Include these notes on slide 5

Copyright (©) protect original works of authorship.

A trademark (™) can be any word, phrase, symbol design or combination of these things that identifies your goods or services.

Cambria (44)

Slide 1
Title Slide

(speech bubble) Title of presentation is 'Internet Ethics'

Slide 2
INTERNET l.c.

The internet is the largest computer network system in the world.

Slide 3
Do's & Don'ts of the Internet

Do's   Don'ts

Slide 4
Intellectual Property (IP)

Refers to creations of mind, such as inventions; literacy and artistic works; designs, and symbols names and images used in commerce

Slide 5
Types of Intellectual Property

① Copyright   Ⓒ

② Trademark   Tm

Slide 6
Plagiarism

The practice of taking someone's else's work or idea and passing them off as one's own.

Slide 7
How to avoid Plagiarism

credit the original author in an in text citation and in your reference list

cc.
Don't just — ① copy
② — Use a range of sources
③
④ — Paraphrase or quoting from your sources (and adding your own ideas)

Slide 8
Acceptable Work Standards

Organization of work and work station

Submission of assignments

execution of effective time mgnt

follow up procedures

type in full

Additional Information
✳ Title slide should include the 'title of the presentation' the name of the presenter and the current date

✳ Insert numbers on each slide

✳ Insert a new slide at the end to show 'Desirable Work Habits' — ① Meeting deadlines ② willingness ③ team spirit ④ respect for others

(30 marks)

GO ON TO THE NEXT PAGE

"*"Barcode Area"*"
Sequential Bar Code

Question 4

You are required to create a database from the information given.

(a)   Name this database created **School Database.** Left align inserted data.

(b)   Set the ID Number field as the primary key.

(c)   Save the table as **Students Table**.

(d)   Insert the details for each student into the table saved in (c).

(e)   Create a query which produces a list of **all mothers**. Name this query **Parents**.

(f)   Sort the query named **Parents** in alphabetical order on Surname. **Save as Parents1**.

(g)   Information is required about the students residing in Fyzabad. Name this document **Residents**.

(h)   Information is required on parents in the system. Save the report as **Parent Data**.

ID Number	First Name	Surname	Date of Birth	Next of Kin	Relationship	Catchment Area
1005	Judy	Johnson	12.12.09	Teckla Smith	Mother	Penal
1006	Stella	Thomas	03.03.08	Angela Thomas	Mother	Palo Seco
1007	Katherine	Jack	21.09.08	Ronald Jack	Father	Penal
1008	Rebecca	Bobb	03.04.07	Donna Pascal	Mother	Fyzabad
1009	Susan	Romano	11.11.09	Jacqueline Roach	Aunt	Fyzabad
1010	Cherry	Alfred	06.10.07	Kenneth Alfred	Father	Erin

(30 marks)

END OF TEST

"*"Barcode Area"*"
Sequential Bar Code

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

CARIBBEAN SECONDARY EDUCATION CERTIFICATE®

EXAMINATION

ELECTRONIC DOCUMENT MANAGEMENT AND PREPARATION

Paper 02 – General Proficiency

SPECIMEN PAPER

KEY

The Barbados Chapter
The Archery Council of the Eastern Caribbean
P O Box 2020
St Michael TW 99 HD
Barbados
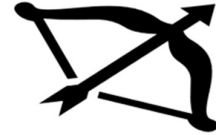
Telephone: (246) 404 7756   **www.Bararchap.com**   **SKYPE: Barbados.Archap.**

Ref: MA/aawdg/CJ

Today's date

Mrs Danette Caitlyn
President
The Archery Council of the Eastern Caribbean
P O Box 7756
CASTRIES, CC771C
St Lucia

Dear Mrs Caitlyn

ANNUAL ARCHERY COMPETITION 2 – 12 AUGUST 2024

The change in dates for the Annual Archery Competition 2024 as directed by the Council has been discussed at a meeting of the executive of the Barbados Chapter after which it was presented to the general body. Initially, there was some dissent, therefore, a vote was taken. We are pleased to inform you that the vote was unanimous in favour of the new dates.

Having not had a competition for three years, the members are elated at the announcement of dates and are keen to be informed of the categories that will be included.

The Barbados Business Community Forum has agreed to sponsor events; it is seeking advertising space. In that regard, attached is a proposed sponsor commitment sheet (drafted using the Council's template) indicating to sponsors the terms of sponsorship and advertising, for your consideration.

Please indicate if the special hotel rate for members and one accompanying person as applied at the last meet in Trinidad and Tobago will apply for the 2024 meet in St Lucia. By copy of this letter, the Presidents of Grenada, Commonwealth of Dominica, St Vincent and the Grenadines and Antigua and Barbuda Chapters are being informed of the position taken by the Barbados Chapter.

Yours sincerely,

Merilyn Kwanza (Ms.)
Administrative Officer

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Key

Att.
c.c

Mr Felix Garbon
President
The St Vincent and the
Grenadines Chapter
43 High Street
Kingston SG4 900
St Vincent and the
Grenadines

Ms Isolene King
President
The Grenada Chapter
Coaker Road
Grand Anse
Grenada

Mr Honeywell Smit
President
The Antigua and
Barbuda Chapter
Freedom Building
Downtown, St Johns
Antigua and Barbuda

Ms Nacia Thorpe
President
The Saint Lucia
Chapter
102 Canal Street
Gros Islet G15861J
Saint Lucia

Ms Shonnel Waveney
President
The Commonwealth of
Dominica Chapter
8th Floor Tall House
Roseau
Commonwealth of
Dominica

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Key

Question 2

Pizza World
Decision Table

Branch	Sales			Expenditure			Profit			
	January – June	July – December	Total	January – June	July – December	Total	January – June	July – December	Total	Average
	$	$	$	$	$	$	$	$	$	$
Kingston Hill	278,900.00	158,369.00	437,269.00	257,456.00	103,254.00	360,710.00	21,444.00	55,115.00	76,559.00	38,279.50
Jack & Jill	137,250.00	176,368.00	313,618.00	64,258.00	83,124.00	147,382.00	72,992.00	93,244.00	166,236.00	83,118.00
Old Road	199,450.00	236,892.00	436,342.00	87,213.00	163,254.00	250,467.00	112,237.00	73,638.00	185,875.00	92,937.50
New Castle	169,214.00	103,460.00	272,674.00	64,300.00	4,653.00	68,953.00	104,914.00	98,807.00	203,721.00	101,860.50
Orange Valley	203,137.00	97,064.00	300,201.00	23,641.00	48,254.00	71,895.00	179,496.00	48,810.00	228,306.00	114,153.00
Old Town	213,482.00	201,674.00	415,156.00	10,579.00	91,714.00	102,293.00	202,903.00	109,960.00	312,863.00	156,431.50
Laurel Ave	268,123.00	145,267.00	413,390.00	87,129.00	98,250.00	185,379.00	180,994.00	47,017.00	228,011.00	114,005.50

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
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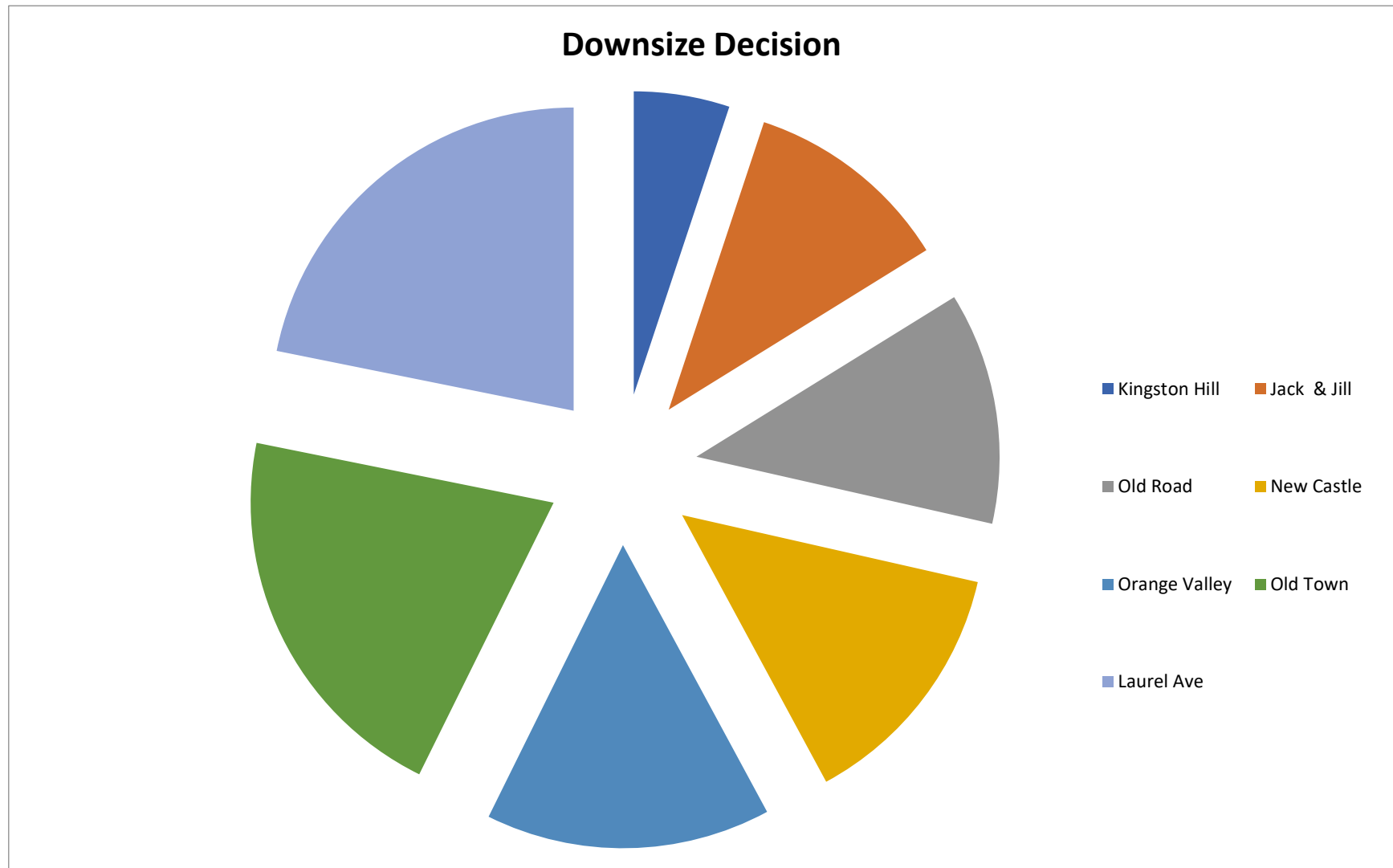
ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Key

Pizza World
Decision Table

Branch	Sales			Expenditure			Profit			
	January – June	July – December	Total	January – June	July – December	Total	January – June	July – December	Total	Average
	$	$	$	$	$	$	$	$	$	$
Kingston Hill	278900	158369	=SUM(B6:C6)	257456	103254	=SUM(E6:F6)	=B6-E6	=C6-F6	=SUM(H6:I6)	=AVERAGE(H6:I6)
Jack & Jill	137250	176368	=SUM(B7:C7)	64258	83124	=SUM(E7:F7)	=B7-E7	=C7-F7	=SUM(H7:I7)	=AVERAGE(H7:I7)
Old Road	199450	236892	=SUM(B8:C8)	87213	163254	=SUM(E8:F8)	=B8-E8	=C8-F8	=SUM(H8:I8)	=AVERAGE(H8:I8)
New Castle	169214	103460	=SUM(B9:C9)	64300	4653	=SUM(E9:F9)	=B9-E9	=C9-F9	=SUM(H9:I9)	=AVERAGE(H9:I9)
Orange Valley	203137	97064	=SUM(B10:C10)	23641	48254	=SUM(E10:F10)	=B10-E10	=C10-F10	=SUM(H10:I10)	=AVERAGE(H10:I10)
Old Town	213482	201674	=SUM(B11:C11)	10579	91714	=SUM(E11:F11)	=B11-E11	=C11-F11	=SUM(H11:I11)	=AVERAGE(H11:I11)
Laurel Ave	268123	145267	=SUM(B12:C12)	87129	98250	=SUM(E12:F12)	=B12-E12	=C12-F12	=SUM(H12:I12)	=AVERAGE(H12:I12)

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
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Question 3

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
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Question 4

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Key

Question 4 cont'd

STUDENTS' TABLE   6/29/2021

ID	FIRST NAME	SURNAME	DATE OF BIRTH	NEXT OF KIN	RELATIONSHIP
1005	Judy	Johnson	12/12/2009	Teckla Smith	Mother
1006	Stella	Thomas	3/3/2008	Angela Thomas	Mother
1007	Katherine	Jack	9/21/2008	Ronald Jack	Father
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother
1009	Susan	Romano	11/11/2009	Jacqueline Roach	Aunt
1010	Cherry	Alfred	10/6/2007	Kenneth Alfred	Father

PARENTS   6/29/2021

ID	FIRSTNAME	SURNAME	DATE OF BIRTH	NEXT OF KIN	RELATIONSHIP
1005	Judy	Johnson	12/12/2009	Teckla Smith	Mother
1006	Stella	Thomas	3/3/2008	Angela Thomas	Mother
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother

PARENTS1   6/29/2021

ID	FIRSTNAME	SURNAME	DATE OF BIRTH	NEXT OF KIN	RELATIONSHIP
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother
1005	Judy	Johnson	12/12/2009	Teckla Smith	Mother
1006	Stella	Thomas	3/3/2008	Angela Thomas	Mother

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Key

Question 4 cont'd

RESIDENCE   6/29/2021

ID	FIRST NAME	SURNAME	DATE OF BIRTH	NEXT OF KIN	RELATIONSHIP
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother
1009	Susan	Romano	11/11/2009	Jacqueline Roach	Aunt

PARENTS   6/29/2021

ID	FIRSTNAME	SURNAME	DATE OF BIRTH	NEXT OF KIN	RELATIONSHIP
1005	Judy	Johnson	12/12/2009	Teckla Smith	Mother
1006	Stella	Thomas	3/3/2008	Angela Thomas	Mother
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother

PARENTS

ID	FIRST NAME	SURNAME	.TE OF BIRTH	NEXT OF KIN	RELATIONSHIP	CATCHMENT AREA
1005	Judy	Johnson	12/12/2009	Teckla Smith	Mother	Penal
1006	Stella	Thomas	3/3/2008	Angela Thomas	Mother	Palo Seco
1008	Rebecca	Bobb	4/30/2007	Donna Pascall	Mother	Fyzabad

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CARIBBEAN SECONDARY EDUCATION CERTIFICATE®

EXAMINATION

ELECTRONIC DOCUMENT MANAGEMENT AND PREPARATION

Paper 02 – General Proficiency

SPECIMEN PAPER

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Mark Scheme

Question 1 – Letter	Mark Allocation	
TASKS	Application	Interpretation/ Analysis
1. No typographical/spelling error(s) identify	1	
2. Appropriate capitalization	1	
3. Correct use and interpretation of manuscript signs (at least three)	3	1
4. Appropriate use of punctuation	1	
5. Main document and data file merged	2	
6. Inclusion of "cc" notation	1	
7. Inclusion of "Att." notation	1	
8. Created letterhead with appropriate logo	3	
9. Type letter on letterhead created	1	
10. Semi-blocked style observed	1	
11. Reference appropriately positioned	1	
12. Date format appropriate	1	
13. Insertion of page numbering	1	
14. Use of 5 spaces for signature	1	
15. Utilize 2 clear spaces between the address and salutation	1	
16. Subject heading bolded, upper case and centred	1	
17. Position and organization of addressees included • Position only (1) • Organization only (1)	2	
18. Inclusion of selection column on form	1	
19. Inserted fields for addresses		
• Typed full correct address on EACH envelope allowing acceptable top and left margins (1AP), acknowledging that addresses differ (1IA)	1	1
• Typed addresses in alphabetical order as there is a hierarchy		1
• Included the name of the organization for each envelope		1
• Selected an appropriate graphic for the logo		1
	25	5
TOTAL	30	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Mark Scheme

Question 2 – Spread Sheet		Mark Allocation	
TASKS	**Knowledge/ Comprehension**	**Application**	**Interpretation/ Analysis**
1. Created an excel table		1	1
2. Enter data accurately using a spreadsheet application	1		
3. Saved the document as Downsize Decision	1		
4. Used formulae to calculate for each branch - total sales - total expenditure - total profits - average profits		1 1 1 1	2
5. Used the following formats - Figures to 2 decimal places - Column width (B4:K12) – 20 - Row height (A6 to A12)– 25 - Vertical heading – Row 4 - Bolded and centred main heading - Bolded table headings	1 1	1 1 1 1	
6. Sorted the table from lowest to highest based on average profit		1	1
7. Created a chart using average profits - Included a chart title - Included data labels - Moved chart to another worksheet (**Chart 1**)		1 1 1 1	
8. Merged Cells - B3:D3 - E3:G3 - H3:K3		1 1 1	
9. Created a copy of the formula sheet - Transferred the formulae sheet to a word document - Saved the word document as required	1	1 1	
10. Correct use and interpretation of manuscript signs		1	1
	5	**20**	**5**
Total		**30**	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Mark Scheme

Question 3 – Presentation		Mark Allocation	
TASKS	Knowledge/ Comprehension	Application	Interpretation/ Analysis
1. Created a PowerPoint presentation using the information given		1	
2. Set margins as 1" (2.54cm) all around – (top and bottom, left and right)		1	
1. Used appropriate design for all slides and showed consistency.		1	1
2. Used a SmartArt design on ONE slide		1	
3. Bolded and centred ALL slide headings	2		
4. Used initial capitals for ALL slide headings as specified		1	
5. Used correct font style and size as indicated - Used correct font style only (1) - Used correct font size only (1)	2		
6. Inserted a suitable background on at least three slides. - Background inserted on two slides (2) - Background inserted on one slide (1)		3	
7. Used appropriate images on at least three slides. *(2I/A mark awarded for appropriateness of image)* - Three images inserted (3) - Only two images inserted (2) - Only one image inserted (1)		3	2
8. Displayed information creatively and in sequential order on each slide - Information displayed correctly (4) - Information displayed but not in a sequential order (3) - Information displayed but lacked creativity and sequence (2) - Information partially displayed (1)		4	
9. Correct use and interpretation of manuscript signs		2	1
10. Inserted numbers on slides correctly		1	
11. Inserted content for Do's & Don'ts as indicated		2	
12. Use of correct productivity tool			1
13. Saved as **Internet Ethics**	1		
	5	**20**	**5**
Total		**30**	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 02 – General Proficiency
Mark Scheme

Question 4 – Database		Mark Allocation		
TASKS		**Knowledge/ Comprehension**	**Application**	**Interpretation/ Analysis**
1.	Created a new database		1	
2.	Saved database as **School Database**	1		
3.	Retrieval of database		1	
4.	Created a table called **Students Table** in Design View		2	
5.	Keyed in Field Name, Data Type and Description for all fields - 1 mark for each element (Field name, Data type & Description)		3	
6.	Adjusted field size		1	
7.	Set ID field as primary key		2	
8.	Generated two queries Two queries – 2 marks One query – 1 mark		2	
9.	Saved queries as **Parents** and **Residents** Parents query only – 1 mark Residents query only – 1 mark	2		
10.	Sorted **Parents** query in alphabetical order, by Surname (ascending order) Alphabetical order only – 1 mark Surname name only – 1 mark		2	
11.	Saved sorted query as **Parents1**	1		
12.	Generated a report using query 'PARENTS'		1	
13.	Saved report as **Parents Data**	1		
14.	Completed the entire database in Datasheet View with - 0-1 error (5) - 2 errors (4) - 3 errors (3) - 4 errors (2) - 5 errors (1)		5	
15.	Selection of appropriate productivity tool			1
16.	Selection of the appropriate file			1
17.	Insertion of information into School **Database**			1
18.	Selection of appropriate method for generating **Residents** document			1
19.	Generated the report using parents' information from the query			1
		5	**20**	**5**
TOTAL			**30**	

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**C A R I B B E A N   S E C O N D A R Y   E D U C A T I O N   C E R T I F I C A T E®
EXAMINATION**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 032 – General Proficiency

2 hours

INSTRUCTIONS TO CANDIDATES

1. This examination consists of TWO questions. Answer BOTH questions.

2. Read ALL instructions carefully before attempting EACH question.

3. Report any defect in the machine to the invigilator who will make the appropriate notation and <u>indicate on your folder any time lost</u>. The invigilator will also record this information on the Supervisors' Irregularity Report.

4. Uncorrected errors will be heavily penalized.

5. Any accepted method of display consistently used in letter 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.

1. **Read the extract below carefully and then answer the questions that follow.**

(a) In logistics, products are moved from the point of origin to clients so that these clients can be served. Logistics includes the management of resources such as material and supplies, food, goods, equipment and services. Logistic management plays a vital role in the movement of goods and services from point of origin to consumers.

Mango-All-Types (MAT) is a family-owned restaurant that began operations in 2008 in St Kitts and Nevis, serving mainly local cuisine. The company started with 12 family members. The arrival of foreign students, lecturers and administrators, mainly from Asia, to study and work at the International Fashion Academy influenced the revision of their menu. The cuisine was modified/changed to include multiple types of Asian food which was consumed not just by the foreigners but also by Kittitians and Nevisians, and visiting Caribbean nationals. To provide authentic Asian meals, MAT employed a chef from Bangladesh and one from Hong Kong. The chefs were given permission to import ingredients directly from China, Singapore and India. As a result, MAT's clientele expanded.

The COVID-19 pandemic resulted in constraints on the activities of people and the movement of goods and services, which drastically impacted the business. Consequently, MAT, like many business organizations had to change its logistics approach and commenced contracts with seven local farmers for poultry, meat and some vegetables. The company also developed a subsidiary delivery company called MAT-on-the-Go (MATGO) and employed school-leavers with motorcycle licences to serve as delivery drivers. As a result of the changes, by 2022, the business doubled in size. MAT currently employs 15 staff in the restaurant and eight delivery drivers.

You are required to prepare a research paper on the changes in logistics which MAT had to implement as a result of the COVID-19 pandemic.

(i) Write a possible topic for this research study.

....

....

....

....

(2 marks)

(ii) State ONE purpose for conducting this research study.

....

....

....

....

(2 marks)

(iii) Give a brief background of the MAT business.

....

....

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....

....

(4 marks)

(iv) Identify the type of research method that can be used to carry out this investigation.

....

....

(1 mark)

(v) Outline ONE reason for selecting the type of research method identified in (a) (iv).

....

....

....

....

(2 marks)

"*"Barcode Area"*"
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(vi) Write TWO possible research questions that may guide this research study.

1. ....

....

....

....

2. ....

....

....

....

(4 marks)

(vii) List TWO data collection instruments that would be suitable for collecting data for this study.

1. ....

....

2. ....

....

(2 marks)

(viii) Outline ONE reason for selecting any one of the data collection instrument listed in (a) (vii).

....

....

....

....

(2 marks)

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(ix) Information for this research was collected from the following online sources.

Authors	Maxwell Suraj	Donna Pryce
Name of Resource	Asian Cusiine	Electronic Document Preparation and Management Workbook for CSEC Examination
Year of Resource	March 2018	2013 First Edition
Information Source/ Publishers	https://cultureandcuisine	LMH Publishing Limited

Generate the reference for your research using the APA format.

....

....

....

....

....

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....

....

(6 marks)

(x) Using A4 or letter size paper, prepare an indented style letter, using today's date, to the head of the organization seeking permission to conduct research on the MAT business. Save letter as **Permission Letter**.

(10 marks)

GO ON TO THE NEXT PAGE

"*"Barcode Area"*"
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(b) MAT is interested in pursuing another business venture at a local private hospital. The King Charles III Hospital has accepted MAT's tender to run a canteen service on the ground floor. MAT has requested data on admissions for 2023 and 2024.

The King Charles III Hospital presented the following data regarding admissions for a comparative three-month period over the years 2023 and 2024.

2023
Gynaecology and Obstetrics Department: July – 85, August – 63, September – 105
Dialysis Department: July – 100, August – 125, September – 95
Paediatrics Department: July – 46, August – 77, September – 91

2024
Gynaecology and Obstetrics Department: July – 99, August – 140, September – 200
Dialysis Department: July – 120, August – 115, September – 133
Paediatrics Department: July – 72, August – 94, September – 105

(i) Using an appropriate application, create a document to display the data presented above in table format.

Instructions: Centre and bold all headings, merge headings that span more than two cells, insert cell borders, appropriately align content, and save the file as **KCHtable1**.

(10 marks)

(ii) Using a spreadsheet application, create a bar chart based on the data from (b) (i). The chart should be located on a separate sheet and label as **Chart 1**.

(8 marks)

(iii) Insert **Chart 1** in a Word document and centre it horizontally. Rename the chart **Admissions at KCH**.

(3 marks)

(iv) Under the chart in the Word document in (b) (iii), state ONE observation which can be made from the data. Save the file as **KCH**.

(3 marks)

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2.   **Read the extract below carefully and then answer the questions that follow.**

GUNS AND CRIME: A CASE STUDY OF LAGLASIA

The increase in crime in the island of Laglasia is due to the increased use of more powerful weapons, namely guns. This has resulted in an alarmingly high death rate especially among males. In the last five years, the murder rate was as follows: 2024 – 820; 2023 – 610; 2022 – 475; 2021 – 330; 2020 – 276. In the same vein, injuries caused by firearms in the last five years were as follows: 2024– 550; 2023 – 402; 2022 – 315; 2021 – 289; 2020 – 200. The research showed that a major cause of the increased levels of gun-related crimes is the trafficking of narcotics since firearms are needed to protect the smugglers of drugs, the transporters of the narcotics and the traders of illegal drugs. Increasingly, more firearms are demanded by those in the narcotics trafficking trade. It is therefore very difficult to reduce the demand for guns in Laglasia. The authorities have recommended the introduction of measures to limit the movement of firearms. In the long term, progress will only be achieved when more equipment and rigorous measures are utilized to reduce the volume of drugs entering the country. Laglasia may have to join other countries in the implementation of international treaties and agreements to fight the smuggling of narcotics and firearms.

In Chudany Island, where some of the measures recommended for Laglasia have been introduced, research has shown that there has been a considerable reduction in firearm-related crimes. Murders caused by firearms were as follows: 2024 – 129; 2023 – 104; 2022 – 85; 2021 – 69; 2020 – 46. Injuries caused by firearms were as follows: 2024 – 150; 2023 – 100; 2022 – 42; 2021 – 38 2020 – 26.

(a)   Create a seven-column table showing the total murders and crimes involving firearms for BOTH islands for the period 2020–2024.

Instructions: Centre and bold all headings; merge headings and wrap text that span more than two cells. Use formulas for your totals; bold all total figures; centre numeric content; arrange years in ascending order and left align. Show grid lines and separate the data from the two islands with 3pt thick border line.

(18 marks)

(b)   Create a presentation of at least five slides (but no more than eight slides) on the main information shared above. The presentation is to be delivered to students of Turtle Beach Secondary School. Include the table from (a).

Instructions: Include a clipart image on at least one of the slides. Utilize a design template and insert slide numbers. Print all your slides on ONE page.

(18 marks)

END OF TEST

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ELECTRONIC DOCUMENT MANAGEMENT AND PREPARATION

Paper 032 – General Proficiency

SPECIMEN PAPER

KEY

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Key

Question 1 (a)

(i)   **Topic:**   The impact of the COVID-19 Pandemic on the logistical
            arrangements of a local dining establishment.

(ii) **Purpose:** To examine the effects of the COVID-19 Pandemic on the
            logistical arrangements of Mango-All-Types Restaurant in
            relation to the sustainability of its business.

(iii) **Background:**

    Mango-All-Types Restaurant is a thriving local business which
    started in 2008 in St Kitts and Nevis. It is family-owned and
    employs 35 employees including 12 family members. The restaurant's
    clientele is primarily drawn from the foreign community engaged at
    the local International Fashion Academy. The cuisine offered is
    designed specifically to this community which necessitates the
    importation of ingredients from a number of foreign countries. The
    COVID-19 pandemic impacted the movement of goods and services and
    consequently the business. This resulted in the restaurant changing
    its approach to providing a delivery service to its clientele in
    the nearby communities.

(iv) **Type of Research:**   This is a qualitative research which will allow
                  me to gather rich data from various parties
                  including the owners, staff and customers
                  about the impact of the COVID-19 pandemic on
                  the logistics of the business.

(vi) **Research Questions**

    1. What was the impact of COVID-19 Pandemic on the logistics for
        Mango-All-Types (MAT) with regard to:

        a.   Importation of ingredients
        b.   Provision of meals
        c.   Delivery service

    2. How was MAT able to meaningfully restructure its logistics to
        meet its needs?

(vii) **Data Collection Instruments**

    - **An open-ended questionnaire**
    - **A structured interview instrument**
    - **Published articles**
    - **Internet and in the Press**

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
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Question 1 (a) cont'd

(viii) **Benefits of Each Data Collection Instrument Used**

An open-ended questionnaire – allows the respondent to give details, can be distributed to a number of participants.

A structured interview instrument – allows the researcher to guide the interview process, allows the gathering of deeper information about the participant's experiences.

Published articles – give access to data/information in the public domain.

The Internet and in the Press – give access to data/information in the public domain.

(ix) **Reference**

Pryce, D (2013). *Electronic Document Preparation and Management Workbook for CSEC Examination*. (1st Edition). LMH Publishing Limited.

Suraj, M. (2018). *Asian Cuisine*. Culture and Cuisine. https://cultureandcuisine

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Key

Question 1 cont'd

(x)

Permission Letter

5 July, 2024

Mrs Prudence Prettysingh,
Administrative Manager,
Mango-All-Types,
Scuttle Street,
BASSETERRE,
St Kitts & Nevis.

Dear Mrs Prettysingh,

I am a fifth form student at the Cactus Valley High School. As a CSEC Electronic Document Preparation and Management (EDPM) student I am required to conduct a School-based Assessment that involves research on a business of my choice.

I have chosen your business establishment, Mango-All-Types, to conduct this research because of my experience as a diner there. It is also conveniently located just two streets away from where I live which makes it easy for me to visit and collect the data. I am seeking your kind permission to conduct research into the challenges encountered with your logistical arrangements as a result of the COVID-19 Pandemic. I would be happy to discuss my proposed research with you at your convenience. I may be contacted by telephone at (200)700-007 or via e-mail at n

I thank you for accepting my letter and look forward to your favourable response.
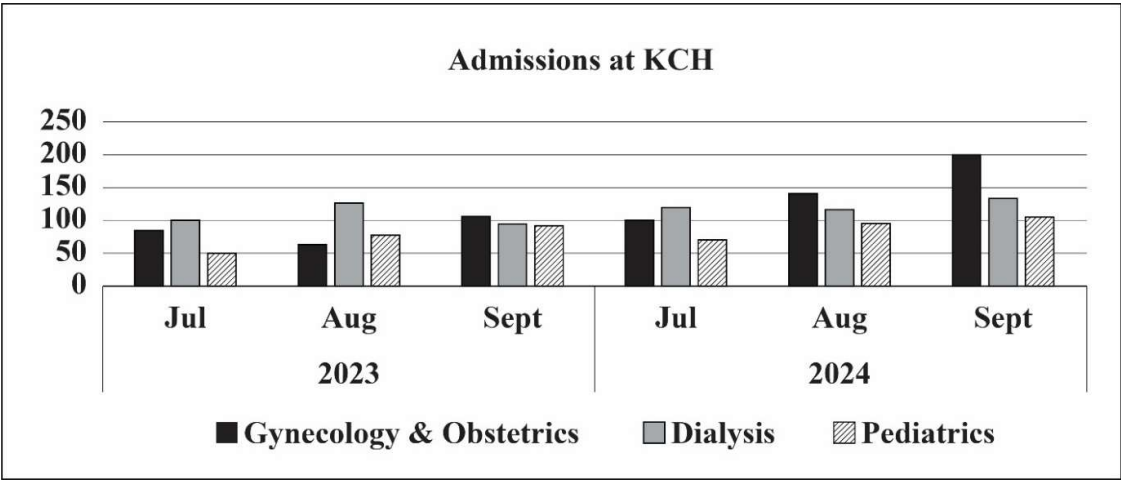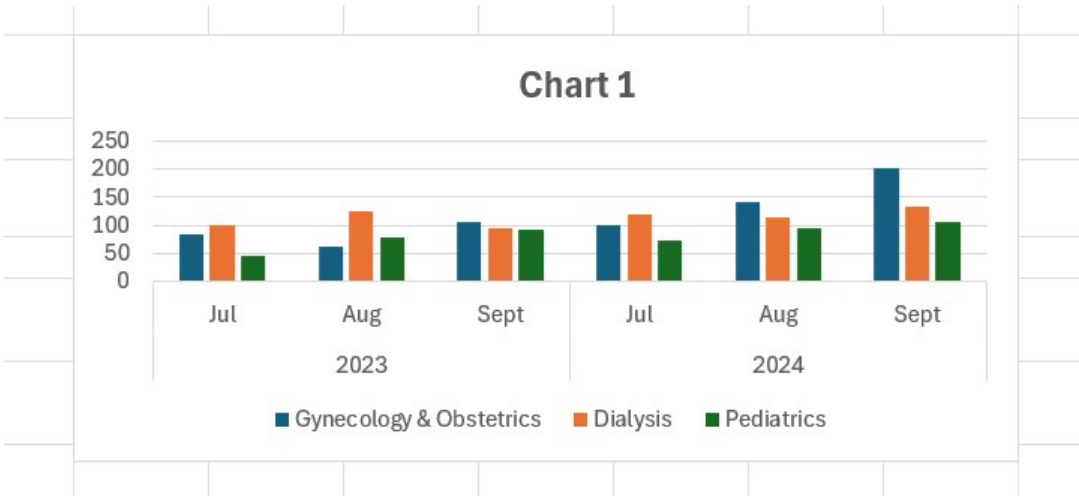
Yours sincerely,

_____

Negla Farsee

Question 1 cont'd

(b)

THE KING CHARLES III HOSPITAL						
Department Name	**2023**			**2024**		
	Jul	**Aug**	**Sept**	**Jul**	**Aug**	**Sept**
Gynecology & Obstetrics	85	63	105	99	140	200
Dialysis	100	125	95	120	115	133
Pediatrics	46	77	91	72	94	105

This chart indicates that the busiest time of the year over the period 2023 and 2024 for admissions at The King Charles III Hospital is September.

Question 2.

(a)

Year	Laglasia Island			Chudany Island		
	Murder Rate	Firearm Wounding	Total	Murder Rate	Firearm Wounding	Total
2020	276	200	**476**	46	69	**115**
2021	330	289	**619**	26	38	**64**
2022	475	315	**790**	85	42	**127**
2023	610	402	**1012**	104	100	**204**
2024	820	550	**1370**	129	150	**279**
Total	**2511**	**1756**	**4267**	**390**	**399**	**789**

(b)

C A R I B B E A N   E X A M I N A T I O N S   C O U N C I L

CARIBBEAN SECONDARY EDUCATION CERTIFICATE®

EXAMINATION

ELECTRONIC DOCUMENT MANAGEMENT AND PREPARATION

Paper 032 – General Proficiency

SPECIMEN PAPER

MARK SCHEME

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
QUESTION 1 (a)			
General Objectives: 9; 11			
(a) (i) State a possible topic for this research. **(2 marks)** **I/A** - Topic aligned with the scenario for research, includes the topic and business to be investigated (2) - Topic aligned with the research scenario but does not include the business to be investigated (1)			**2**
(a) (ii) State ONE purpose for conducting the study **(2 marks)** - The purpose is to align with the research scenario			**2**
(a) (iii) Give a brief background of the organization. **(4 marks)** **K&C** - Background should contain a brief history of the business including dates (1); performance prior to changes (1) **I/A** - Logistic changes due to issues within the business (1); subsequent impact to business (1).	**2**		**2**
(a) (iv) State the type of research/research method **(1 mark)**		**1**	
(a) (v) ONE reason for selecting the type of research method at (iv) **(2 marks)**			**2**
(a) (vi) TWO possible research questions for this research **(4 marks)**			**4**
(a) (vii) TWO data collection instruments that can be used to collect data for this investigation **(2 marks)**		**2**	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
(a) (viii) Select ONE of the data collection instruments mentioned in (vii), justify the reason for using this instrument in this research study. **(2 marks)** Response should include **App** - The importance of the instrument **I/A** - Its application to the research		1	1
(a) (ix) Generate the reference list for your research using APA format **(6 marks)** - Utilizing Webpage APA style. [Lastname, F. M. (Year, Month Date). *Title of page.* Site name. URL] - Authors name and year (1); Title italics and correctly placed (1); Site name and URL give (1)		3	
- Utilizing Book APA style. [Author, A. A. (Year of publication). *Title of work: Capital letter also for subtitle* (# edition). Publisher. - Authors name and year (1); Title italics and correctly placed with book edition (1); Publisher (1)		3	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
(x) Using A4 or letter size paper prepare an indented style letter, using today's date, to the head of the organization seeking permission to conduct research on the organization. Save letter as **"Permission Letter"** (10 marks)			
K&C	4		
- Date			
- Sender Address			
- Receiver Address			
- Salutation			
App		5	
- Correct layout for Indented letter style **(1 mark)**			
- Content of the Body **(4 marks)** Introduction (1), purpose of writing (1), reason for selecting the organisation (1) and request for permission (1)			
I/A - Complementary close			1

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
QUESTION 1(b)			
General Objective: 8; Sect. III. Specific Obj. 6; Sect IV Specific Obj. 1; 3			
(b) (i) Select the appropriate application to display the information presented in the above table. Save file as **"KCHtable1".** **(10 marks)** **App** - Design seven-column table - 1 - Correct heading labels - 2 - Centre headings with merged cells - 2 - Bold heading - 1 - Centre/ alignment of content - 1 - Insert borders - 1 - Saving chart correctly – 1 **I/A** - Select and use appropriate application software		9	1
(b) (ii) Create bar chart on a new sheet in the spreadsheet label **"Chart1"** **(8 marks)** **K&C** - Composed appropriate chart heading - 1 **App** - Creating bar chart - 1 - Centred heading – 1 - Typed Chart heading – 1 - Label Chart as **"Chart** 1" – 1 - Correctly labelling both axes – 2 - Create legend – 1	1	7	
(b) (iii) Insert the chart to the word document under the heading **"In Ward Admissions".** Label the chart **"Admissions at KCH" (3 marks)** **App** - Copy and paste chart – 1 - Rename chart – 1 - Centred alignment – 1		3	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
(b) (iv) Under the table in the word document from part (iv), state one observation. **(3 marks)** **K&C** - Placing text (observation) in the correct location as specified **App** - Saving file using correct file name **I/A** - Observation	1	1	1

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
QUESTION 2			
Objectives: Sect. VI. Specific Obj. 2			
(a) Prepare a seven-column table showing the increase in murders and firearm wounding crimes for BOTH islands for the period 2020-2024 **(18 marks)** **App** - Designing seven-column table – 1 - Total columns correctly (Yearly total & total per category) – 2 - Centre headings with merged cells – 2 - Bold headings and all totals – 2 - Centre cell content – 1 - Space between heading and body of work – 1 - Accurately typing content – 1 - Appropriate title for the table – 1 - Use appropriate software – 1 - Create table to show comparison between both island – 2 - Insert a 3 pt thick line to separate both island – 1 - Inserted "Years" in ascending order – 1 - Use wrap text in column headings – 1 - Show gridlines – 1		18	

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT
Paper 032 – General Proficiency
Mark Scheme

TASKS	Mark Allocation		
	Knowledge and Comprehension	Application	Interpretation/ Analysis
(b) Prepare a presentation to be delivered to students of Turtle Beach Secondary School. Include the table (a) above **(18 marks)**			
K&C	**2**		
- Typed appropriate content on slides (1)			
- Principles of presentation preparation maintained (1)			
App		**16**	
- Designed appropriate title slide (Presenter, date & topic) – 2			
- Designed appropriate conclusion page – 1			
- Organised data in an appropriate manner and order (by Island & Year) – 2			
- Effectively organised information on recommendations /strategies used to control gun crimes. – 2			
- Inserted table with statistics OR prepared slide(s) with statistics – 1			
- Inserted appropriate clip art in the presentation. – 1			
- Insert slide numbering. – 1			
- Print slides on one page. – 1			
- Use appropriate software to prepare the slides – 1			
- Use design template to prepare the slides – 1			
- Created at least 5 slides – 1			
- Use appropriate font style/size for emphasis – 1			
	10	69	16
		95	