

WORD PROCESSING

LEVEL: **INTERMEDIATE**

Ref: WPI/312/T

The passage below may be keyed in prior to the examination and be available to the candidates on the day of the examination.

This can be achieved as follows:

<u>OPTION 1</u>	The teacher may key in the passage prior to the examination and make it available to the candidates on the day of the examination.
<u>OPTION 2</u>	The candidates may key in the passage prior to the examination and save it in an appropriate file so that it is available on the day of the examination.
<u>OPTION 3</u>	Finally, the Board can email the passage to the teacher on request prior to the date of the examination so that it can be made available to the candidates on the day of the examination.

The following passage of text is required for the day of the examination.

Please insert the passage exactly as presented.

Recently conducted surveys of the car insurance market in Ireland has shown that an average of 63% of customers still opt for **comprehensive insurance**. The surveys clearly demonstrated that the vast majority of car owners prefer to be insured comprehensively despite the fact that the country is in the middle of a recession and the fact that the cost of car insurance has remained stable in recent years.

The survey also showed that 13% of motorists take out third party fire and theft insurance and only 4% rely on third party insurance. These percentages are much smaller than motorists in our near neighbour Great Britain or in most of our European counterparts. The fact that the vast majority of Irish motorists feel that having comprehensive insurance is the highest priority when insuring their vehicles indicates that they do not desire any additional extra charges to their motoring costs. When they do have an accident, they want all costs to be covered.

These surveys also demonstrated that the no claims discount that the majority of insurers offer to the motorist is the most important single factor involved in choosing which insurance company to purchase from. Other factors that the motorist considers important are the cost, the customer service, the reputation of the insurer and their dealings with that insurer in the past.

PLEASE NOTE THE FOLLOWING:

1. Single line spacing to be used in the passage.
2. It is not necessary to adhere to the line endings as given above.
3. Do not use justification.

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TIME ALLOWED: 1 HOUR

INSTRUCTIONS

1. This examination consists of two questions. Each question is to be answered on a separate page.
2. Please print out both tasks at the end of the examination.
3. Please insert your name and the name of your school as a header in both tasks.

TASK 1

You have been asked to present the promotional material below in a suitable manner.
Use as many word processing features as possible (including at least one appropriate graphic) to ensure the display is highlighted. Please present evenly over either one or two pages.
Print your completed document at the end of the examination.

Allied Fitness
Gort and Athenry

Allied Fitness Centres in Gort and Athenry offer a wide range of facilities to keep you fit and healthy in 2014.

Facilities	Services
Swimming Pool	Personal trainer for all clients
State of the art Gym	Swimming Lessons daily
Specific Weight training room	Easy Payment Plan
Steam Rooms, Sauna and Jacuzzi	Range of classes available

We are offering great value membership packages for 2014

Period	Individual	Family
Three Months	200	360
Six Months	375	550
One Year	690	1000

This is 10% lower than 2013 prices.

Contact us today for further details or complete below and return before the end of November.

Phone: (091) 8734000 (Gort) or (091) 5603939 (Athenry)

Email: alliedfitness@eircom.net

Website: www.alliedfitness.ie

Please complete the form below:

Name: _____ Phone: _____

Address: _____

Period of Membership: 3 Months _____ 6 Months _____ 12 Months _____

Type of membership: Individual _____ Family _____

TASK 2

A short passage should now be available to you. Your supervisor / teacher will explain to you where this passage can be obtained.

Make the following changes to the passage and print out the revised passage with these changes only at the end of the examination.

Where you are requested to insert a word, sentence or paragraph – it will be shown in inverted commas. Please do not key in these inverted commas unless requested to do so.

- Insert ‘Comprehensive Motor Insurance’ as a heading over the passage. Increase the font size in the heading and use a minimum of three word processing features including a lightly shaded border to make the heading stand out. In addition, leave three clear lines between the heading and the beginning of the passage.
- In the first sentence, change ‘63’ to ‘83’ and insert the word ‘fully’ before the word ‘comprehensive’. In addition, remove the bold in this first sentence. In the last sentence of this paragraph, delete ‘remained stable’ and replace it with ‘been rising’.
- Insert the following as the second paragraph of the passage. Please ensure that the information given is inserted in table format with borders and ensure that the headings and subheadings are highlighted in an appropriate manner.

‘The chart below illustrates the results of a number of recent surveys that demonstrate the popularity of fully comprehensive motor insurance.

Survey by Motor Association of Ireland

Percentage of Motorists opting for comprehensive Insurance

Insurer	No. of motorists surveyed	No. opted for Comprehensive Ins.	Percentage
Axa	2000	1710	85.5%
Royal	1200	930	77.5%
Hibernian	1000	870	87%

The chart clearly demonstrates the very high percentage of motorists opting for comprehensive insurance among the motoring public. The indications are that this trend is set to continue.’

- The third paragraph of the passage begins with the sentence ‘These surveys also demonstrated ...’
 - Insert a colon after the word ‘are’ in the second sentence of this paragraph.
 - Give a separate line to each of the other factors that the motorist considers important and indent them.
- Insert a suitable graphic after paragraph 3 and size in an appropriate manner.
- In the fourth paragraph, embolden with italics ‘third party fire and theft’ in the first sentence. Remove the final sentence of this fourth paragraph.
- Insert the following subheadings over each of the four paragraphs in the passage. Please ensure that you leave one clear line before and after each subheading and highlight each subheading in a consistent and appropriate manner.

Paragraph 1	Preferences	Paragraph 2	Surveys
Paragraph 3	Other Factors	Paragraph 4	Comparisons

(Please insert the headings only and not the number of the paragraph.)

- Insert a footer with the following details

Centre: Today’s date

Right align: Exam Ref. No.