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Skills Success at Level 2

Mary Ambler
DipRSA

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<p>The names and addresses etc. used in this book are fictitious. Any resemblance to actual occurrences is purely coincidental.</p>
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NOTES TO STUDENTS

General

The following are being tested in many of the tasks in all sections:

insets, headings, numbered or lettered paragraphs, footnotes,
leader dots, line spacing alterations, spaces of specified
sizes and capitalisation.

You are also expected to find and correct inconsistencies in:

punctuation (open OR full) and always use the same number of
spaces after the same punctuation mark

words OR figures and fractions

symbols (eg 20% and 5% OR 20 per cent and 5 per cent)

measurements (eg 30cm x 30cm OR 30 cm x 30 cm; 12' 6" x 6' 3"
OR 12 ft 6 in x 6 ft 3 in)

money (eg £3 and £6 OR £3.00 and £6.00)

times (eg 3.30pm and 6pm OR 3.30 pm and 6 pm OR 1530 hours and
1800 hours)

paragraphing (blocked OR indented)

Always follow copy as to capitalisation - it doesn't matter what you
think should have an initial capital or which words should be typed
all in capitals - it is the writer who decides - FOLLOW COPY AND YOU
WILL BE CORRECT.

You may be asked to type in future dates - make sure you know what
the date is and also how many days there are in a month.

Abbreviations are used - check with the list given whether they
should be typed in full or not.

Words which are simply circled in the copy have something wrong with
them - grammatical, punctuation or spelling/typing errors.

(A) amendment will be made. = An amendment will be made.

The (girls) bag is blue. = The girl's bag is blue.

The young men (is) on holiday. = The young men are on holiday.

I have (recieved) it. = I have received it.

You may have to refer to another task to find information necessary to complete a task or perhaps the information is somewhere else in the same task.

Always read through a task before starting to type and make certain you follow all instructions given - there may be an instruction at the end of a task which refers to, say, a heading at the beginning of the task. Read carefully through a finished task before taking it out of the typewriter - it is easier to align and correct errors. Check with the copy when you are reading through to see if you have missed out any words or even paragraphs. Use a line guide to prevent omissions.

Section 1 - Letters

The aim of this section is to give you plenty of practice in typing letters of various styles. There are both formal and informal letters. You are expected to use a letterhead for each task with printed "Our ref" etc. You can, of course, type these in if you have no letterheads. The tasks cover a variety of topics.

You can choose your own style of layout, either block or semi-block, so long as you are consistent. The choice is yours - ask your Tutor for details. You may be used to typing some particular "house-style" - that's quite acceptable as long as you are consistent in layout and presentation. For example, always use the same line spacing for similar instances. Make sure to leave sufficient space for the signature of the person sending the letter.

Although no instruction is given in the tasks, you are expected to date all letters. You should also check to see if any enclosures are mentioned and, if so, give an indication in some way.

You may be used to typing carbon copies and indicating to whom they are being sent - as long as it is clear to whom which carbon copy is to go to, that is sufficient. An easy way to indicate the routing is to type the names on all copies and tick or underline one different name on each copy. Remember also to correct any errors on the carbon copies.

You will often be asked to type an envelope. If there is some instruction, eg CONFIDENTIAL, in the letter, this should of course be included on the envelope. What is the purpose of putting CONFIDENTIAL on the letter and not on the envelope!

Section 2 - Memos

Again in this section, many of the above points apply. Memos should be typed on Memo paper. Many of the tasks include carbon copies, routing and envelopes - see instructions given for Section 1.

Memos are often more informal than letters and a courtesy title (Mr or Mrs etc) is not always used - don't add a title but follow copy.

Section 3 - General

Various types of tasks are included in this section. You are often asked to leave spaces of a certain size or vary the line spacing.

It is very important to use the same capitalisation as shown - the writer of the material knows what he/she wants. You may be asked to change, say, a heading into spaced or closed capitals. Details may require inseting from the left margin for display purposes. Transpositions are often required. Check all instructions.

Section 4 - General

Again in this section, tasks include a wide variety of topics. Display of material is required and variations in line spacing and spaces left for photographs etc are used. You may be asked to emphasise part of the work - the easiest way is to type the details all in capitals and/or underlined, or use the emboldening facility if your typewriter has one - make sure the details stand out.

You are often asked to change a word(s) to another word(s) - make certain you change all instances of the word(s). There may be unfamiliar words included - if in doubt, check with a dictionary.

Section 5 - Tables

All the tasks in this section require ruling up - treat yourself to a good rule and ballpoint or fine-liner pen. When ruling up a table, use a surface where you have plenty of room and the surface should be smooth to avoid "bumps" in ruling. Keep the paper straight when ruling to avoid crooked lines. Always leave sufficient space for vertical lines - you should not rule a line close up to the words in a column. Always leave space before horizontal lines.

Always leave at least one clear line space after headings (this applies to all sections) - a £ sign above a column of figures is a heading. Material has often to be re-arranged according to instructions. A word or words may have to be changed to something else. Follow the display used or any instructions as to display.

Footnote signs often appear in the tables - if a number or letter is used as a sign, it should be raised slightly to avoid confusion. If it is not raised in the footnote, it will look like a numbered paragraph!

Section 6 - Forms

I have included a blank form for your use at the end of the book. The instructions for completing the forms are not always given in the same order as required on the form. Always read through the details and check with the form before typing. For instance, you may have to insert an address and often there is a special space for the post-code which would not be apparent if the form was in the typewriter.

Words have to be deleted - align your typewriter in the correct position and delete only the words necessary. Avoid typing through dotted lines or through boxes. Careful alignment is required. All details given are not always required on the form - if there is no space for something, don't include it. Forms usually require dating but NEVER sign the form.

ABBREVIATIONS AND CORRECTION SIGNS

&	and	ffly	faithfully	ref	reference
a/c	account	Fri	Friday	req	require
accom	accommodation			resp	responsible
ack	acknowledge	gntee	guarantee		
advert	advertisement			Sat	Saturday
altho'	although	hr	hour	sec	secretary
approx	approximate(ly)	hv	have	sep	separate
appt	appointment			Sept	September
asap	as soon as possible	immed	immediate(ly)	sh	shall
		incon	inconvenience	shd	should
Ave	Avenue	info	information	snclly	sincerely
Aug	August			suff	sufficient
		Jan	January	Sun	Sunday
bel	believe			St	Street
bus	business	Ln	Lane		
				thro'	through
cat	catalogue	mfr	manufacturer	Thurs	Thursday
cd	could	Mon	Monday	Tues	Tuesday
co	company				
Cres	Crescent	necy	necessary	w	with
cttee	committee	Nov	November	wd	would
				Wed	Wednesday
Dec	December	Oct	October	wh	which
def	definite(ly)	opp	opportunity	wl	will
Dr	Dear/Drive				
		poss	possible	yr	your/year
exp	experience				
		Rd	road		
Feb	February	rec	receive		

Some abbreviations must be retained, eg Co, &, Ltd, Bros, PLC/plc etc in the names of companies and abbreviations such as etc, eg, VAT, uPVC, PAYE, etc. In some of the tasks an instruction is given to retain all abbreviations, including those mentioned in the first list above. This instruction must be followed.

Insert where shown

New paragraph

Close up

Transpose

or

Leave a space

Transpose

or

 in margin with broken line
under word(s) to be retained

Insert

Run on

If a word is simply circled with no instruction, there is something wrong with that word - grammatical, spelling, typing or mis-agreement.