Master Class Desktop Publishing

InDesign 2022

College Curriculum Biography

Presented By Andrew Stretton

April 2022

From 1994 To 2006

April 2022

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Business Administration and Computer Skills
Scheidegger House 46-56 Dumfries Street Luton Bedfordshire LU1 5BP
Telephone 01582 707800 Fax 01582 486289

22 July, 1995

To Whom It May Concern:

Re: Mr A Stretton, College number: CC1000602

We write to confirm that the above named person is undertaking our Computing for the 90s course. This course is set at NVQ Level ll. Mr Stretton studied this course between August 1994 and April 1995.

The course is divided into theory and practical sections. The theory section is carried out on a homestudy basis with the student submitting Assignments to a teacher. This student has submitted all Assignments and received above average results for each.

The practical section is carried out in a class situation and provides hands-on computer training in Word Processing/Spreadsheets, BASIC Programming and Database. Mr Stretton has completed the three elements of the practical training successfully and has therefore completed the course.

Yours faithfully

Myra Smallman

SCHEIDEGGER TRAINING GUARANTEE 4,000,000 Students from 11 countries over 45 years

JONES & ELLISON,
High Street,
EXETER.

26th June, 19..

TO WHOM IT MAY CONCERN:

Miss Kathleen Holroyd has been a member of the sales staff at this Department Store since October of last year. During her employment here she has worked in the hosiery department for six months and the model hat department for three.

During her time here Miss Holroyd has worked conscientiously. She has shown herself willing to learn and able to project a pleasant personality. I consider, therefore, that she is most suitable for any job involving contact with the public.

Miss Mary Turner
PERSONNEL MANAGER

Student Progress Report

Students Name:	Contract No.	Date:	Lesson/Test No.
Andrew Stretton	*CC 1000602I*	*15.12.94*	*11*

Another good result - well done.

You have now successfully completed the typing section of the course.

I would like to take this opportunity to wish you every success with the remainder of your course.

Regards

lede

Westminster Industrial Estate
Ferranti Close, Woolwich,
London SE18 5TU

Tel. 0181-316 5560
Fax. 0181-316 2733

The GREENWICH TRAINING Co. Ltd.

A London Borough of Greenwich initiative promoting training

29 September 1995

TO WHOM IT MAY CONCERN

ANDREW STRETTON

The above-named person has undertaken a Training for Work course as follows:

COURSE TITLE	Administration
DATES	03/04/95 - 29/09/95
QUALIFICATION GAINED	4396 City & Guilds NVQ Levels 1 & 2
TIMEKEEPING	Good
ATTENDANCE	Good
GENERAL COMMENTS	Worked hard

Course Tutor


ANDREW
STRETTON
NVQ
LEVEL II
ADMINISTRATION

MY DESIGN PLAN

TO PRESENT MY ASSIGNMENTS

CENTRED

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THEORY SET ASSIGNMENT

QUESTIONS FOR DISCUSSION

21. **Do you stereotype people?**

No, people are people.

22. **Do you treat all people equally?**

Yes I do because all people have their own good points about them. If you treat somebody different to others then your leaving yourself open to be disliked.

23. **Are you organised?**

Yes, I would like to think so.

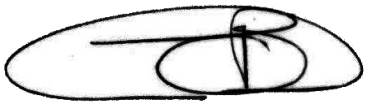
24. **How does it affect you if someone doesn't like you and tries to make your life difficult at work?**

Depending on the situation that I could be in with a particular person I generally just will not have anything to do with them and just shrug them off but only to a certain degree.

25. **How would you handle the situation explained in '24'?**

As I stated in question 24 I only take things to a certain degree. If things got too out of hand then I would pull the person up and ask them what the problem was. If the problem still occurred after that then I would have to approach my senior and speak to them about this problem person.

Well thought out and well presented - we will discuss later.



S

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1D

MY DAILY

WORK SCHEDULE

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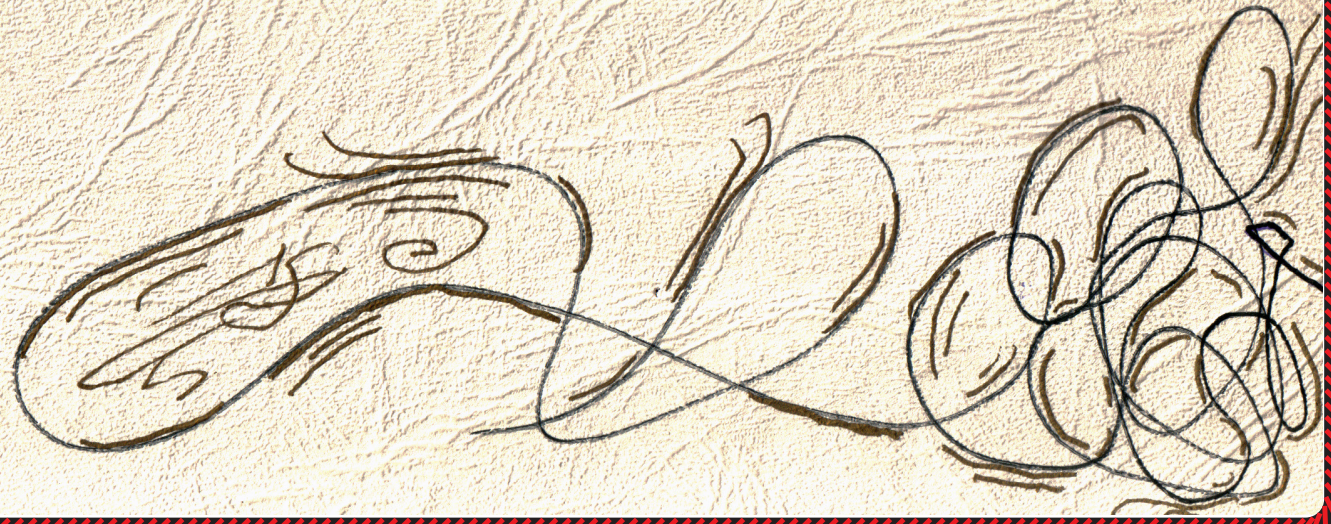
1D



MY DAY WORK SCHEDULE

3.8.95	1. GET MY PORTFOLIO FULLY UP TO PRESENT DATE.





TOUCH TYPING

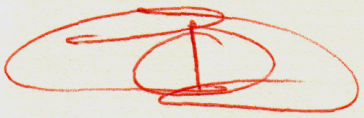
TESTS

Andrew Stretton Monday 14 August 1995

TOUCH TYPING TEST

1. It was my intention, when I decided to participate in this Type-writing Course, to attain perfect 10-finger touch-typing at speed. In accordance with the teacher's instructions, therefore, I practised at home for half an hour daily on my typewriter,

53wpm ✓



Well Done

Andrew Stretton Tuesday 15 August 1995

TOUCH TYPING TEST

1. Some people in offices seem to think that, to make it quite clear to everyone else that they are busy, they must do everything in a hury. They rush to and fro slamming doors as they go, bang down filing trays on their desks with a maddening thump, and pull and push the drawers of f

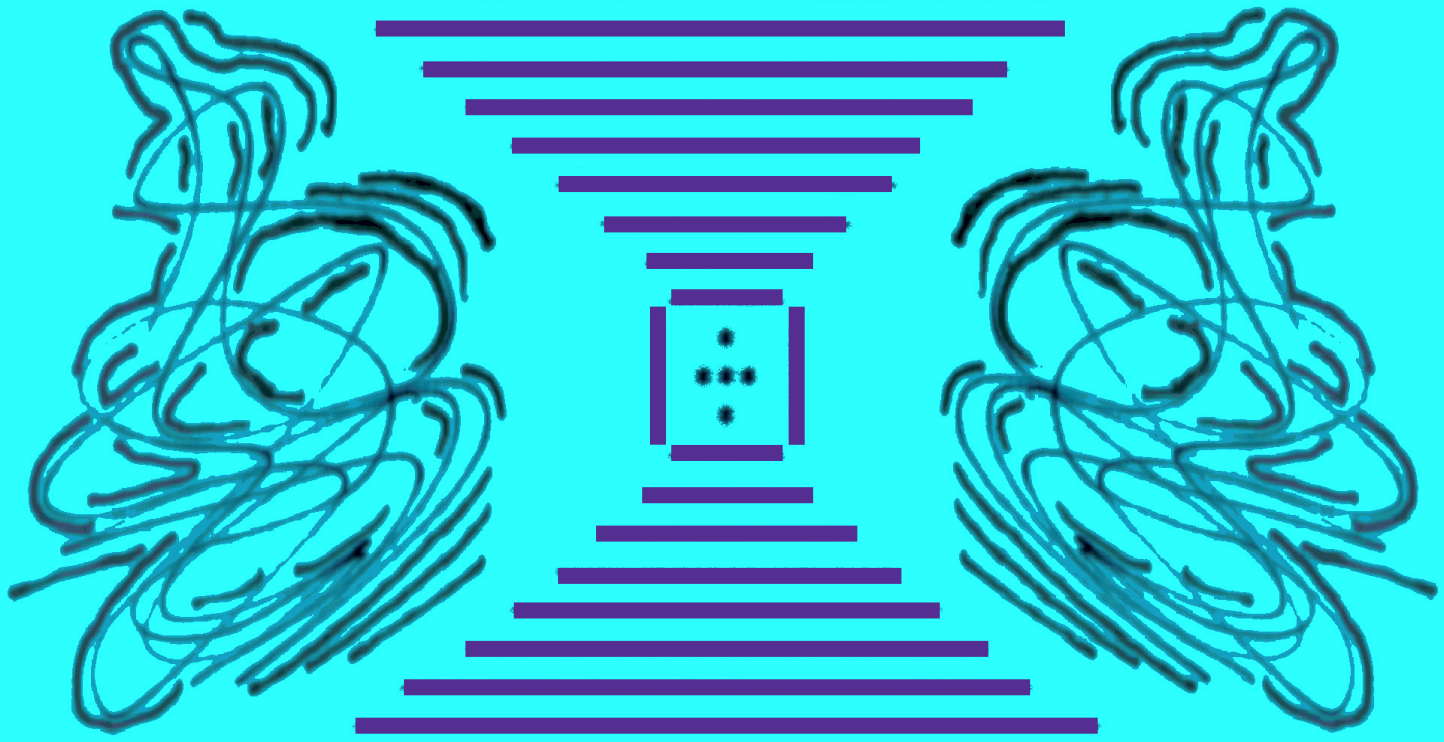
57wpm ✓



JOINT VENTURE CAREERS

RECRUITMENT

THAT LEADS THE WAY



JOINT VENTURE CAREERS

RECRUITMENT

THAT LEADS THE WAY

JOINT VENTURE CAREERS

JVC

JOINT VENTURE CAREERS

HELPING YOU

TO LEAD THE WAY

Westminster
Inds Est
Ferranti Close
Woolwich
SE18 5TU

Tel 0181 316 5560
Fax 0181 316 2733

✓
Brilliant!!!

SC.
14.9.95

J V C

HELPING YOU

TO LEAD THE WAY

Westminster
Inds Est
Ferranti Close
Woolwich
SE18 5TU

Tel 0181 316 5560
Fax 0181 316 2733

JOINT
VENTURE
CAREERS

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LEAD
THE
WAY

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Ferranti Close, Woolwich,
London SE18 5TU

Tel 0181 316 5560
Fax 0181 316 2733

With Compliments



JOINT
VENTURE
CAREERS

HELPING YOU
TO
LEAD
THE
WAY

Westminster Industrial Estate
Ferranti Close, Woolwich,
London SE18 5TU

Tel 0181 316 5560
Fax 0181 316 2733

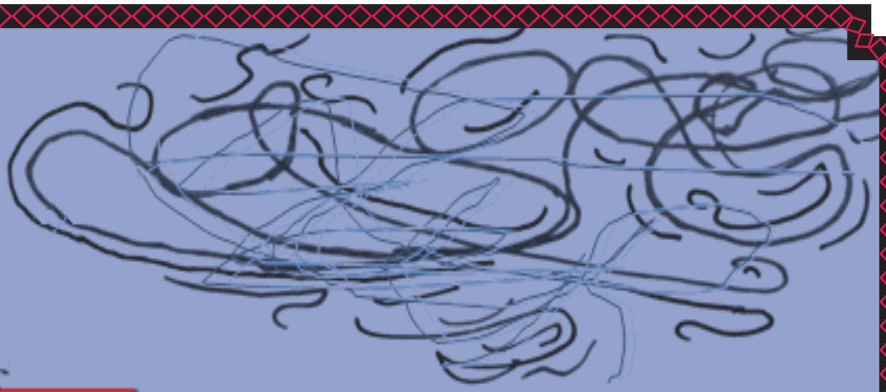
With Compliments

Lovely! If only we could get some business!

Love

14.9.95

TRAVELLING EXPENSES FORMS



SECT 12

Travelling Expenses

File Sheets

SECT 12

LEWISHAM
COLLEGE

LEWISHAM WAY, LONDON SE4 1UT
TELEPHONE 020 8692 0353 FAX 020 8694 9163

PRINCIPAL: RUTH SILVER CBE

4 February 2005

TO WHOM IT MAY CONCERN

Andrew successfully completed the 18-wks, Intensive Skills course at Lewisham College. His attendance and punctuality on this course have been exemplary.

Andrew is reliable, enthusiastic, trustworthy, adaptable, and ambitious with a conscientious approach to detail and he is highly motivated. He is calm, helpful and shows empathy when dealing with his peer group.

His excellent IT skills, (using Word, Excel, Access, and Power-point to advanced levels) were recognised and he assisted us in developing and enhancing a number of course and college documents

Andrew always worked in a way that made the best use of his time. He prioritised his workload at college and met all deadlines set for the course and whilst supporting the Business School at Lewisham College. He is a flexible administrator able to change his working plans to appropriate priorities to suit office needs.

I wish him well for the future and I am confident he will be successful in whatever future career he follows.

Pauline Marven
Tutor

A14

Kate Gibson
Head of School
Business, Finance and Retail

Lewisham College
Lewisham Way
London SE4 1UT

T: 020 8694 4788
F: 020 8694 3349
E: kate.gibson@lewisham.ac.uk

LEWISHAM COLLEGE

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ISHAM WAY, LONDON SE4 1UT
NE 020 8692 0353 FAX 020 8694 9163

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Pauline Marven
Tutor

I can confirm this is Lewisham College paper and Pauline Marven - signature.
Kate Gibson - Head of School.

A15

19-MAY-05 09:11 SIGNS AND STRIPES 02083102130 PAGE: 1

LEWISHAM COLLEGE

OCR/RSA TEXT PROCESSING MODULAR AWARDS

STAGE II

Diplomas are available at Stage II for candidates achieving RSA Text Processing Part 1 and three or more Part 2 Modules.

All Modules contributing to this Diploma must be achieved within a two year period.

RSA 04418
Word Processing
Stage II Part 2

RSA 04422
Audio Transcription
Stage II Part 2

RSA 04429
Medical Word Processing
Stage II Part 2

RSA 04426
Legal Text Processing
Stage II Part 2

RSA 04411
Text Processing
Stage II Part 1

RSA 04427
Mailmerge
Stage II Part 2

RSA 03710
Shorthand Transcription
Stage II Part 2

RSA 03712
Typewriting
Stage II Part 2

RSA 04423
Business Presentations
Stage II Part 2

LEWISHAM COLLEGE

OCR/RSA TEXT PROCESSING MODULAR AWARDS

STAGE III

Diplomas are available at Stage III for candidates achieving RSA Text Processing Part 1 and three or more Part 2 Modules.

All Modules contributing to this Diploma must be achieved within a two year period.

RSA 04434
Legal Word Processing
Stage III Part 2

RSA 04437
Word Processing
Stage III Part 2

RSA 04436
Typewriting
Stage III Part 2

RSA 04432
Audio Transcription
Stage III Part 2

RSA 04431
Text Processing
Stage III Part 1

RSA 04435
Shorthand Transcription
Stage III Part 2

RSA 04433
Document Presentation
Stage III Part 2

TEXT PROCESSING

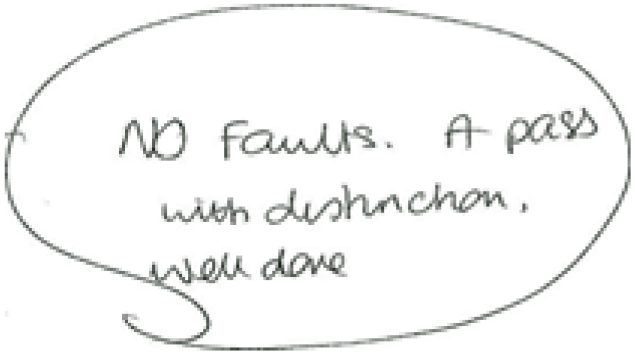
III Part 1

LEWISHAM
COLLEGE
School of Business
22 London Road, Lewisham, London, SE4 IUT
Tel: 020 8469 3906

Our ref ND/jc

Your ref MD/KT

10 November 2004



Ms Monique Dupont
Holly Cottage Woodland
Place Little Ford
SHREWSBURY
SY8 7RZ

Dear Ms Dupont

LEISURE BREAKS

Thank you for your enquiry about our bargain leisure breaks. There is no better time to enjoy a few days away and benefit from our reduced prices effective until the end of February next year.

The Progress Hotel and Country Club is an ideal place to relax. For those guests who are keen on racket sports there are 10 tennis, squash and badminton courts. We can boast an 18 hole golf course, challenging even the most experienced player. Occasional players will also feel at ease and may have the opportunity to join the coaching sessions offered by the resident professional. The stylish and comfortable surroundings and our attention to details ensure that anyone who simply wants to unwind can do just that.

On Wednesday 17 December we are holding an open day. Enclosed are two complimentary tickets should you be able to visit us.

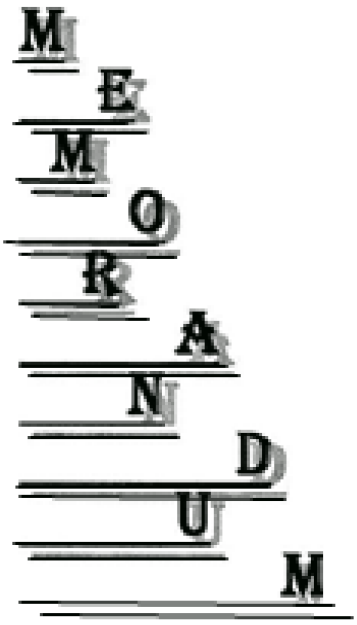
To save any inconvenience, may I suggest that prior to booking your telephone or fax my department to check availability of dates. Details are outlined in the brochure. Several copies are enclosed for you to pass onto your committee members and colleagues and even more information is available on our website www.progcntryclub.co.uk.

I look forward to hearing from you soon and welcoming your party to our Club.

Yours sincerely

Nigel Dawson
Club Manager

Encs



From: Nigel Dawson

To: Wasim Bhaskar

Date: 10 November 2004

Ref: ND/ts

URGENT

I am very concerned about yesterday's unfortunate incident at the Hotel and Country Club when an intruder was found in the laundry room. Although the incident proved not to be serious, the fact that security had been breached has serious implications for the future. This potential risk to staff and guests is huge.

All aspects of security at our premises need to be reviewed as a matter of urgency. My suggestions include:

1. Manned barrier at main entrance
2. Signing in and out system
3. Access to certain areas only possible through coded doors
4. Identity cards issued to all guests on arrival
5. Visitors accompanied by staff at all times
6. Constant surveillance of car park and grounds.

These ideas have been expanded in the attached draft report and I should be grateful if you would give it your immediate attention. I have cancelled all other appointments and shall make a visit tomorrow to hear the staffs' views at first hand. I would like you to meet me as soon as I return.

INDULGE YOURSELF WITH PROGRESS GROUP

Leave the stresses of everyday life behind and join us to relax and revitalise yourself. Try some toning exercises in the gymnasium, practice a chosen spot or team a new one. Regular swimming sessions will improve your fitness and metabolism and a full body massage can sooth away all the tension in your muscles. Perhaps you would rather do as little as possible and just sit with a good book! That is fine too as the choice is yours.

Location

The Group's clubs are each located in approximately 40 acres of landscaped grounds ensuring peace and tranquility at all times. It is important that people can travel easily by road or public transport. Therefore all sites are situated within a few miles of the motorway network or a mainline station.

Accommodation

All rooms are decorated and furnished to a high standard with colour television, telephone and refreshment and ironing facilities. Each room has a separate private bathroom. Some larger suites are available which include a large lounge area.

Facilities

Use of all our leisure and sports amenities are free of charge. There are outdoor tennis courts, some of which are floodlit, and indoor squash and badminton courts. The exercise and

fitness centres* are all equipped with weight training equipment. Popular dancing classes are held in air-conditioned studios as are aerobic sessions suitable for a wide range of energy levels.

Golf courses are a prominent feature. Professional tuition is available throughout the year. The courses are of a high standard and have well maintained greens. The Hotel and Country Club has hosted major competitions.

Each swimming pool area provides a tranquil oasis. The water and air temperatures are pleasantly warm to suit both the energetic swimmers and those who want to relax on a sunbed. Jacuzzis, saunas and steam rooms adjoin the pool areas offering an alternative form of therapy. A full programme of massage and beauty treatments is offered by fully trained therapists and beauticians. Guests are requested to book sessions 24 hours in advance.

Food

Whether you wish to indulge yourself in lots of treats or to lose a kilogram or two there is a huge choice of food to tempt your palate, all presented to the highest standards. Special menus can be prepared on request.

The Group promotes a healthy lifestyle and therefore we request that guests refrain from smoking in all restaurants and some lounge areas.

*Guests must pass a basic fitness test on initial visit.

Rules and Regulations

We like to keep these to a minimum. However in the interests of security people are asked to carry identity passes displaying their signature at all times. One firm rule is that mobile phones** are banned from the premises. We appreciate that some people frequently need to keep in touch with the office or home throughout the day. Other guests however come to our clubs to escape from their normal working routine. Guests should therefore make and receive calls from the telephones provided in the bedrooms.

Prices

We guarantee that all prices shown in the brochure provide excellent value for money. There are no hidden extras but visitors are expected to pay for newspapers and telephone calls.

Booking Arrangements

Prior to making a firm booking it is advisable to enquire about availability of dates and contact numbers are listed at the back of the brochure. Please also refer to the terms and conditions. Telephone bookings using a credit or debit card can be made on any day by calling the reservations number: 0800 333 555.

Whether you decide to come for a brief visit or stay for a couple of weeks, our organisation assures all clients of a warm welcome. Treat yourself and visit us soon.

November 1999

** Personal pagers are acceptable for urgent use only.

Audio Transcription

Audio Transcription

III Part 2

III Part 2

LEWISHAM COLLEGE
School of Business
22 London Road, Lewisham, London, SE4 1UT
Tel: 020 8469 3906

Our ref DC/JMS

5 December 2004

(2F - a pass with distinction)

Mrs Diana Rees
2 Sherwood Park Road
SWANSEA
SA3 9PA

Dear Mrs Rees

Cambrian Preview

As you have been a valued customer for many years I am writing to inform you of the forthcoming launch of our new model. You are invited to visit our showroom at Progress Motors early next month. We shall have both salon and hatchback versions of the Cambrian on show. There will be a buffet supper with wine and an opportunity to see an example of each of our 3, 4 and 5 door models.

All models have power-assisted steering, electric front windows and central door locking. Each come complete with driver's airbag and immobiliser whilst models at the top of the range also have air conditioning and alloy wheels.

So that we can continue to offer you the very best service we should be pleased if you could spare a few moments to complete the enclosed questionnaire. This will be entered into our prize draw to win a holiday for 2 to Cotswolds. This prize will include the use of a Cambrian hatchback with a full tank of petrol.

You will remember that we can arrange highly competitive finance and insurance if required and that all our cars come with a 3 year or 60,000 mile warranty.

We look forward to booking a test drive for you.

Yours sincerely

David Clark
Marketing Director

Enc

MEMORANDUM

From: David Clark

To: Bronwen Hellawell

Date: 5 December 2004

Ref: DC/CP

PRIVATE AND CONFIDENTIAL

CAMBRIAN LAUNCH ARRANGEMENTS

Thank you for producing the customer questionnaire so promptly. It is clear and concise and the information will help us to renew our database and offer the very best service to our clients.

I am sending a copy of this memo to Matt Freeman. I know you have been working together organising the prize draw and winner's holiday in the Cotswolds. As the launch of the new model is imminent I should like to arrange a meeting with you both to finalise the details. The local press should be invited to cover the event which will give us some welcome publicity.

A letter has been received from the manufacturer indicating that profit margins are shortly to be cut by 2%. **This means that we cannot afford to be too generous on trade-in values against the new models.** Sales personnel therefore just take care to stress the quality of the Cambrian range and its ability to hold its value.

Copies Matt Freeman
File

ANNUAL REPORT

After 30 years in business we are proud of our reputation as the leading dealer in quality cars in this district. Last year our trade increased by almost 20% which is reflected in the splendid figures in the balance sheet before you.

Service and Maintenance

We know that servicing and maintenance facilities are of great importance to our customers when choosing a vehicle. The following are among the services on which our customers can rely.

1. Courtesy or lone cars are freely available. An owner is not inconvenienced if his car is off the road for any reason.
2. We operate a free collection and delivery system so that a driver does not have to waste time waiting for a repair or service to be carried out.
3. A fully approved repair shop is staffed by trained technicians who have many years of experience.

Used Car and Commercial Selection

All our used vehicles have been given a careful inspection. Below is listed a wide selection of vehicles currently on offer.

Year	Vehicle	Price
1994	Sports model	£16,700
1994	Motor caravan	£12,000
1996	Hatchback	£11,800
1995	Transporter van	£10,350
1993	Salon	£6,490
1994	Turbo diesel estate	£4,995
1990	Transit van	£3,500
1992	Mini delivery van	£2,500

New Model

At the moment we are promoting the launch of the new Cambrian model. This car is excellent value. As usual with the launch of a new model we are running an extensive

advertising campaign. A preview evening is being arranged and those on our mailing list are invited to this special event when refreshments will be reserved.

Development Programme

During the last year we organised our showroom and workshop. We now have a most attractive area in which to display all our vehicles. Our efficient workshop is now fully fitted with the very latest equipment. Staff moral is high and their courteous approach to our clients is much appreciated. Your directors feel that this is the right time to think about expanding the business. Suitable premises may shortly become available on the northern outskirts of the city. Negotiations are still a preliminary stage. The successful conclusion however would result in more jobs and greater opportunities for our staff.

OCR

Document Presentation III Part 2

Advanced Examination Guide

Word 2003

Originally Presented By
Andrew Stretton.
November 2004

VCR VCR

Document Presentation - Advanced

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- MATHEMATICAL SYMBOLS
- SPECIAL CHARACTERS
- ACCENTS
- MEASURES

2. CHARACTER ATTRIBUTES

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- SPECIAL CHARACTERS
- ACCENTS
- MEASURES
- SUBSCRIPT/SUPERSCRIPT
- BULLETS

3. DRAWING ATTRIBUTES

- TEXT BOXES
- TEXT BOX SIZES
- SHADING
- PAGEBORDERS
- DIVIDERS

4. WRAPPING STYLES

- SQUARE
- TIGHT
- IN FRONT OF TEXT
- BEHIND TEXT

5. PAGE LAYOUTS

- LINE LENGTH
- COLUMNS

6. GRAPHICS

- CLIP ART PREPARATION

Document Presentation - Advanced

VCR VCR

1. CHARACTER LIST

MATHEMATICAL SYMBOLS

± = Ctrl & 1
≥ = Ctrl & 2
< = Ctrl & 3
> = Ctrl & 4
≈ = Ctrl & 5
π = Ctrl & 6
∞ = Ctrl & 7
ƒ = Ctrl & 8
∫ = Ctrl & 9
√ = Ctrl & 10
≠ = Ctrl & 11
∑ = Ctrl & 12
ϑ = Ctrl & 13
ς = Ctrl & 14
φ = Ctrl & 15
α = Ctrl & 16
ψ = Ctrl & 17

SPECIAL CHARACTERS

™ = Ctrl & 18
© = Ctrl & 19
® = Ctrl & 20

ACCENTS

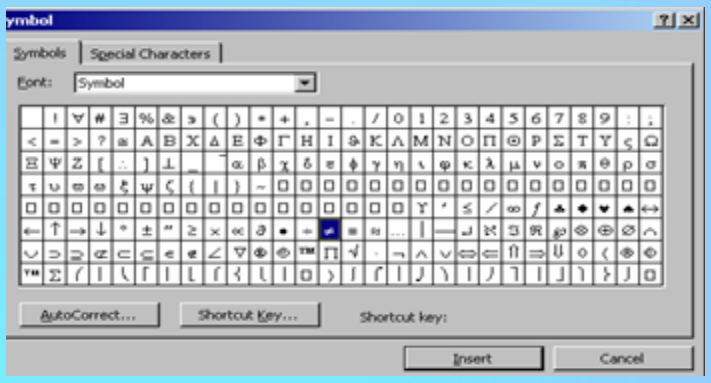
è = Ctrl & 21
é = Ctrl & 22

MEASURES

¼ = 1/4 & Space Bar
½ = 1/2 & Space Bar
¾ = 3/4 & Space Bar

MATHEMATICAL SYMBOLS

1. Click "Insert" on the "Menu Bar."
2. Click "Symbol."
3. Within the "Symbol Dialog Box" click the "Symbol Font" within the "Font Option."
   It is now possible to assign a "Keyboard Shortcut Key" for each symbol.
4. Click the symbol required.
5. Click the "Shortcut Key Tab."
6. Press the "Ctrl Key" and a "Numeric Key."
7. Click the "Assign Tab."
8. Click "CLOSE."
9. Click "CLOSE." again.



It is now possible to press the "Ctrl Key" and designated "Numeric Key" for the required symbol.

MATHEMATICAL SYMBOLS

(Symbol Text Option) ± ≥ < > ≈ π ∞ ƒ ∫ √ ≠ Σ ϑ ς φ α ψ

SPECIAL CHARACTERS

(Symbol Text Option) ™ © ®

ACCENTS

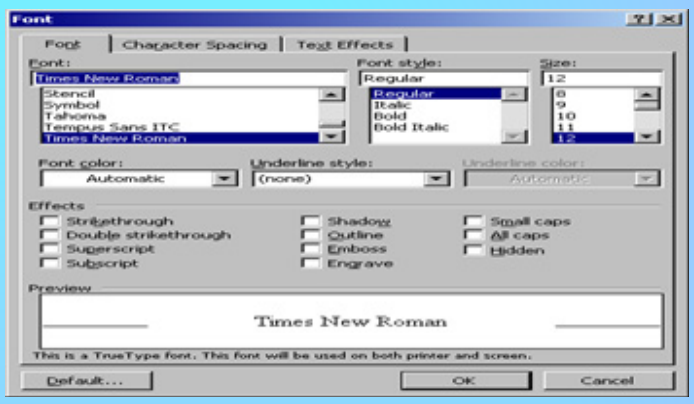
(Normal Text Option) è é

MEASURES ~~(KEYBOARD ENTERED)~~

1/4	&	Spacebar	=	¼
1/2	&	Spacebar	=	½
3/4	&	Spacebar	=	¾

SUBSCRIPT/SUPERSCRIPT

1. Highlight character.
2. Click the "Right Handle" of the "Mouse."
3. Click "Font."
4. Within the "Font Dialog Box" click "Subscript" or "Superscript."
5. Click "OK."



BULLETS

1. Highlight text.
2. Click the "Right Handle" of the "Mouse."
3. Click "Bullets and Numbering."
4. Within the "Bullets and Numbering Dialog Box" click the "Bulleted Tab."
5. Click the desired bullet.
6. Click "OK."

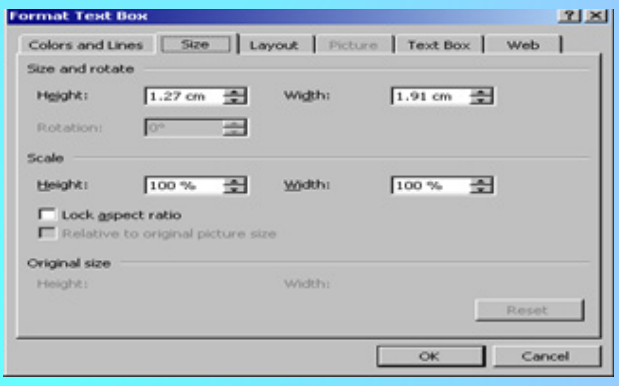
TEXT BOXES

1. Click the Highlighted text.
2. Click the "Text Box Button" on the "Drawing Toolbar."

It is now possible to use the following functions as required for this examination

TEXT BOX SIZES

1. Click on the "Text Box Perimeter."
2. Click the "Right Handle" of the "Mouse."
3. Click "Format Text Box."
4. Within the "Format Text Box Dialog Box" click the "Size Tab."
5. Tab down to the "Height Adjuster"
6. within the "Size and Rotate Option."
7. Highlight the showing measure.
8. Type in the required height.
9. Tab across to the "Width Adjuster."
10. Type in the required width.
11. Click "OK."



SHADING

1. Click on the "Text Box Perimeter."
2. Click the "Right Handle" of the "Mouse."
3. Click "Format Text Box."
4. Within the "Format Text Box Dialog Box" click the "Colors and Lines Tab."
5. Click the "Color Option" within the "Fill Option."
6. Click the "More Colors Option."
7. Click the "Standard Tab" within the "Colors Dialog Box."
8. Click a suitable shade from the "Colors Option."
9. Click "OK" again.

PAGE BORDERS

1. Highlight page text.
2. Click the "Text Box Button" on the "Drawing Toolbar."

DIVIDERS

1. Click the "Line Button" on the "Drawing Toolbar."
2. Using the "Cross" drag the "Mouse" outside the "Drawing Canvas" to create any of the following lines:

1pt

3pt

Document Presentation - Advanced

CLASSES TO RACE

SQUARE

If there are 5 or more entries in any class for which a separate race has not been organised, then they will start with the most suitable handicap class and will be treated as a separate class for results and prizes.

If a yacht does not have such a number, the committee will use the formulae $(D \div 2240) \div (0.01 \times L)^3$ and $S \div (D \div 64)^{2/3}$ to compare the performance if different yachts, where D is displacement, L is load waterline and S is sail area.

CONDITIONS OF ENTRY

TIGHT

The race organisers shall not be liable for any loss, damage, death, or personal injury howsoever caused to the owner and crew, as a result of their taking part in the race or races. Moreover, every owner warrants the suitability of his yacht for the race or races, and the suitability and adequacy of his insurance cover.

Safety equipment must be properly maintained, stowed and in date and the competition must know where it is kept and how to use it.

RACE ENTRY FORM AND FEES

IN FRONT OF TEXT

Entries to race shall be by the completion of the regatta race entry form and payment of the appropriate fee and their acceptance by the race organising committee. A separate entry form must be submitted for each yacht.

POSTPONED OR ABANDONED RACES

Races postponed will not be re-scheduled, neither will race fees be refunded.

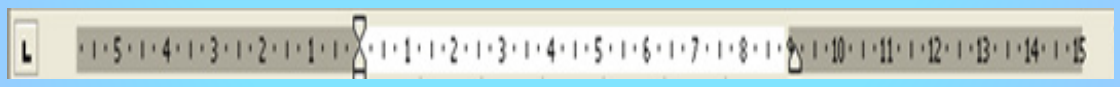
SAILING INSTRUCTIONS

Race instructions will be issued from the committee room from 1200 hours on Friday 1 August onwards. Courses will also be displayed on a board outside the yacht club at least 2 hours.

BEHIND TEXT

LINE LENGTH

1. Press the "Ctrl and A Key" simultaneously to select all text.
2. Click the "Full Justification Button" on the "Formatting Toolbar."
3. Position the "Mouse's Pointer," "Ruler Marker" to the "Left Margin's" "Double Sided Arrow's Display."
4. Drag the "Margin Counter" to the required "Line Length."
5. Repeat this for the "Right Margin."



LINE LENGTH

Line Length		L/R Margins
9	=	6.0 cm
10	=	5.5 cm
11	=	5.0 cm
12	=	4.5 cm
13	=	4.0 cm
14	=	3.5 cm
15	=	3.0 cm
16	=	2.5 cm

COLUMNS

1. Highlight text.
2. Click the "Columns Button" on the "Standard Toolbar."
3. Click and drag the "Left Handle" of the "Mouse" for the required columns.
4. Release the "Handle."

We would like to thank you for such an enjoyable holiday. Jeremy worked us hard, but he gave us the confidence to put into practice what we had learnt in the security of the theory sessions.

What a star! I cannot remember when I have enjoyed myself so much. Jeremy is an excellent instructor and is as much an asset as your comfortable yachts and up-to-date equipment.

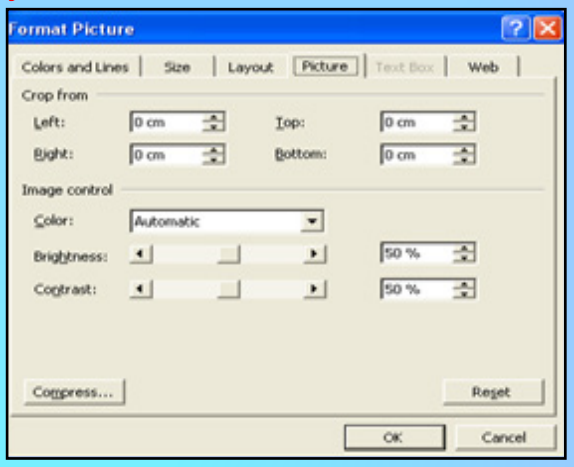
Now I must return to real life and my not very well-equipped boat and far from scenic sailing areas.

The holiday was over far too quickly, and I shall have to come back next year. I hope the weather will be as perfect and the food and wine as delightful.

Although we have sailed all our lives, we feel far more competent to approach moorings under sail, tie up to floating pontoons and harbour walls. Our clients say it for us.

CLIP ART PREPARATION

1. Position the cursor to the required insertion point.
2. Click the "Insert Clip Art Button" on the "Drawing Toolbar."
3. Type in a suitable name for a graphic of preference within the "Search Text Option."
4. Click the "Search Tab."
5. Click a suitable graphic to insert.
6. Click the "X" to close.
7. Click the "Right Handle" of the "Mouse."
8. Click "Format Picture."
9. Within the "Format Picture Dialog Box" click the "Layout Tab."
10. Click the "Square Option" within the "Wrapping Style Option."
11. Click "OK."



It is now possible to align the graphics as specified, with the difference to the bottom two, which I have applied the "Tight Wrap."



We would like to thank you for such an enjoyable holiday. Jeremy worked us hard, but he gave us the confidence to put into practice what we had learnt in the security of the theory sessions.

What a star! I cannot remember when I have enjoyed myself so much. Jeremy is an excellent instructor and is as much an asset as your comfortable yachts and up-to-date equipment. Now I must return to real life and my not very well-equipped boat and far from scenic sailing areas.

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Although we have sailed all our lives, we feel far more competent to approach moorings under sail, tie up to floating pontoons and harbour walls.



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PROGRESS YACHT CLUB

In association with South Coast Charters PLC

WESSEX REGATTA WEEK

SATURDAY 2 AUGUST - FRIDAY 8 AUGUST 1997

- *Weekend race to Roscoff*
- *Daily regatta races for cruisers and dinghies*
- *Evening entertainment*

Visiting yachts will be made welcome with preferential rates on advance bookings.

Dedicated sailors may like to start the week with a race to France. Relax (or recover) for a few hours, enjoy good food and wine in the company of our French colleagues and then sail back with them to arrive in time for the racing on Monday. There will be one race each day for cruisers and dinghies.

There will be some form of entertainment every evening including live music, barbecues in the garden (weather permitting), display by the Purple Perils and a grand firework finale.

It is a condition of entry that competitors are insured against third party risk.

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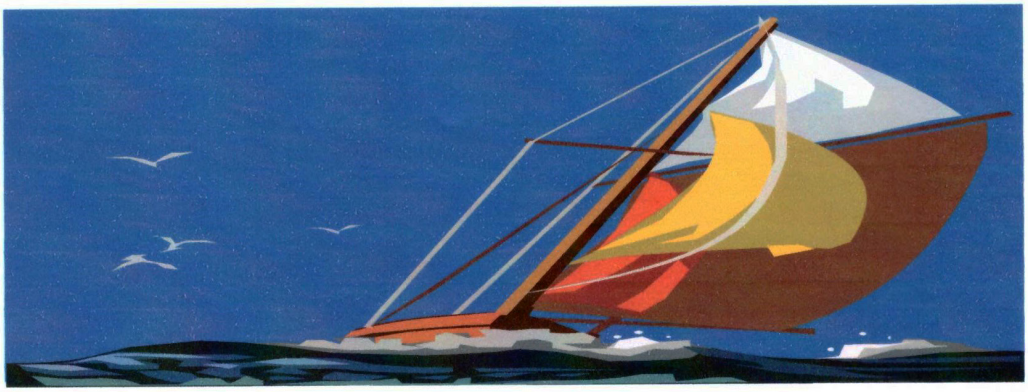
LEARN TO SAIL



Enjoy learning to sail with our expert and fully qualified instructors who offer a full range of practical and theory courses. Our yachts are equipped with the very latest navigation aids and based in some of the best sailing waters in Europe. The majority of our clients return year after year.

We would like to thank you for such an enjoyable holiday. Jeremy worked us hard, but he gave us the confidence to put into practice what we had learnt in the security of the theory sessions.

What a star! I cannot remember when I have enjoyed myself so much. Jeremy is an excellent instructor and is as much an asset as your comfortable yachts and up-to-date equipment. Now I have to return to real life and my not very well equipped boat and far from scenic sailing areas.
The holiday was over far too quickly and I shall have to come back next year. I hope the weather will be as perfect and the food and wine as delightful.

Although we have sailed all our lives, we feel far more competent to approach moorings under sail, tie up to floating pontoons and harbour walls. The tips we were given were invaluable to any yachtsman.

Our clients say it for us. However, if you think this is too good to be true, send for our promotional video and see for yourself just what quality we offer.

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CLASSES TO RACE

If there are 5 or more entries in any class for which a separate race has not been organised, then they will start with the most suitable handicap class and will be treated as a separate class for results and prizes.

The committee may allocate a yacht to a class which it considers suitable based on its Portsmouth yardstick number.

If a yacht does not have such a number, the committee will use the formulae $(D \div 2240) \div (0.01 \times L)^3$ and $S \div (D \div 64)^{2/3}$ to compare the performance of different yachts, where D is displacement, L is load waterline and S is sail area.

CONDITIONS OF ENTRY

The race organisers shall not be liable for any loss, damage, death or personal injury howsoever caused to the owner and crew, as a result of their taking part in the race or races. Moreover every owner warrants

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Document Presentation - Advanced

the suitability of his yacht for the race or races, and the suitability and adequacy of his insurance.

The crew must be satisfied as to the soundness of the hull, spars, rigging, sails and all gear. Safety equipment must be properly maintained, stowed and in date and the competition must know where it is kept and how to use it.

RACE ENTRY FORM AND FEES

Entries to race shall be by the completion of the regatta race entry form, the payment of the appropriate fee and their acceptance by the race organising committee. A separate entry form must be submitted for each yacht.

POSTPONED OR ABANDONED RACES

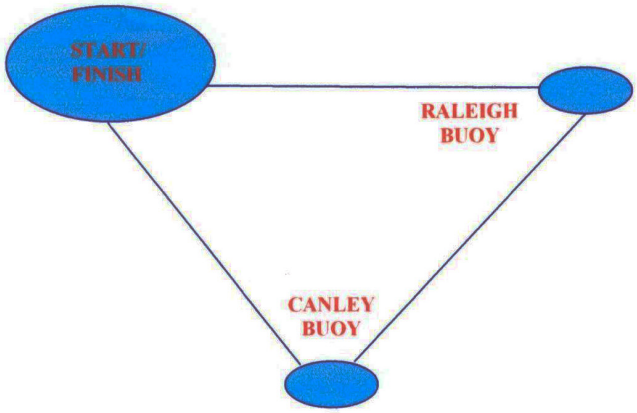
Races postponed or abandoned, neither will race fees be refunded.

Document Presentation - Advanced

Document Presentation – Advanced

SAILING INSTRUCTIONS

Race instructions will be issued from the committee room from 1200 hours on Friday 1 August onwards. Courses will also be displayed on a board outside the yacht club at least 2 hours outlined below will be used.



LOCAL INFORMATION

Tidal range is approximately 2.69 metres. Therefore if low water is at 0930 hours and is 1.04 metres and the race starts at 1030 hours, the formula used should be 1.04 + (2.69 ÷ 1/12) = 1.26 metres.

Fowey is easy to identify by the conspicuous red and white striped daymark on Gribbin Head, 1¼ miles south west of the entrance. Udder

Document Presentation – Advanced

Rock (dries)6 is marked by an unlit YB. S-cardinal bell buoy. Cannis Rock (dries 43) is marked by a YB S-cardinal (Q(6) + LF (1) 10s.

PRIZES

François and Hélène will present the prizes on Saturday evening at 2100 hours in the clubhouse.

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PROGRESS YACHT CLUB

We provide a fast, efficient and friendly service for buying and selling - fro dinghies to luxury cruisers, tenders to trailers.

For all your needs contact: Gerry Manley
Jilly Jones,
Trevor Kenny

WE SELL BOATS. WE NEED BOATS TO SELL.

BOATS FOR SALE - SUMMER 1997

MIDI 340	Ex-demonstrator boat with teak decks. Diamond diesel engine and centre cockpit with wheel steering.	£86,000
DELTA 36	Built in 1993. Wheel steering, self tracking jib and cruising chute. Diamond inboard engine.	£55,500
GULFSTEAM 33	Developed over 12 years into a superb ocean cruising home; maintained to extremely high standards. Owner is looking for a quick sale. Full inventory is available. Offers are invited.	£54,950
MELANIE 35	Registered in 1980. Excellent example of this safe, spacious, fast racer-cruiser.	£33,000
MICHIGAN 27	Built in 1970 with long keel. Sleeps 4. Well presented and equipped example of this blue water cruising boat.	£29,500
FAULKNER 32	This yacht has already proved herself with a 10,000 mile Atlantic circuit. Now recommissioned after 2 years ashore when she was resprayed, all the ringing was replaced and a new engine fitted.	£24,000

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MARS 30	*Moulded 1982 but not commissioned until 1991. Traditional layout of 2 cabins with 6 berths. Always wintered ashore.*	*£22,500*
ZEBRA 24	*Built in 1994 but not used. Comfortable roomy accommodation for 4 combined with good sailing performance. Fully equipped.*	*£17,500*
RICHARDSON 32	*Evergreen long keeled cruising yacht built in 1982. Hull epoxy treated and one of the most popular designs of recent years.*	*£15,950*
DUFROY 27	*Solid cruising boat with roomy 5 berth accommodation and plenty of locker storage. Well maintained.*	*£9,500*
SEARCHER 21	*Extremely roomy and in totally superb order. This little boat is a first time sailor's dream.*	*£7,950*
TREASURE 17	*Trailer sailer with 2 berths. Complete with road trailer. The right boat for the enthusiast.*	*£2,250*

We are able to offer free storage ashore (subject to availability) and our staff will look after your boat, keeping it in good condition, ready for prospective buyers.

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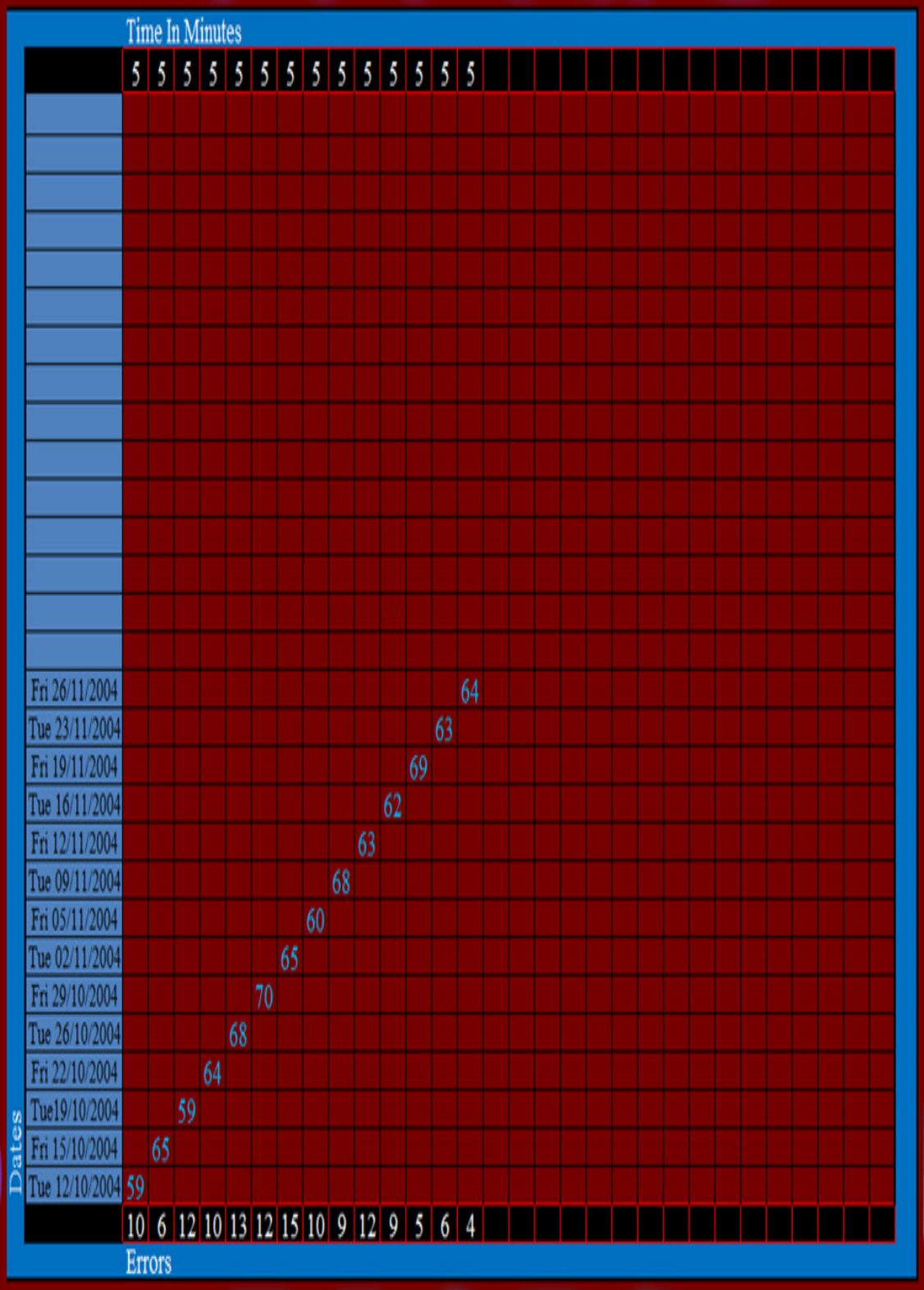
TYPING SPEED TESTS



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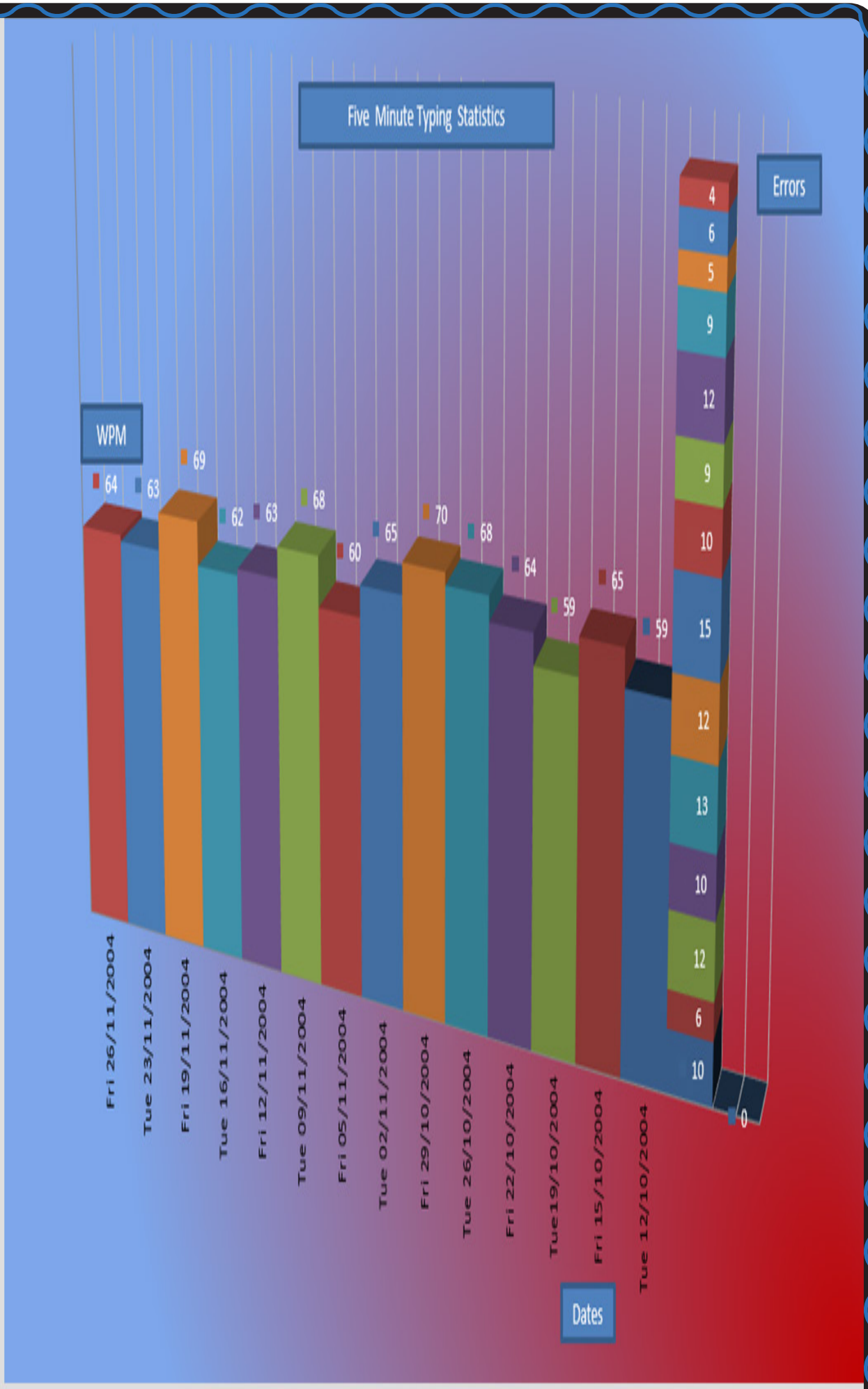
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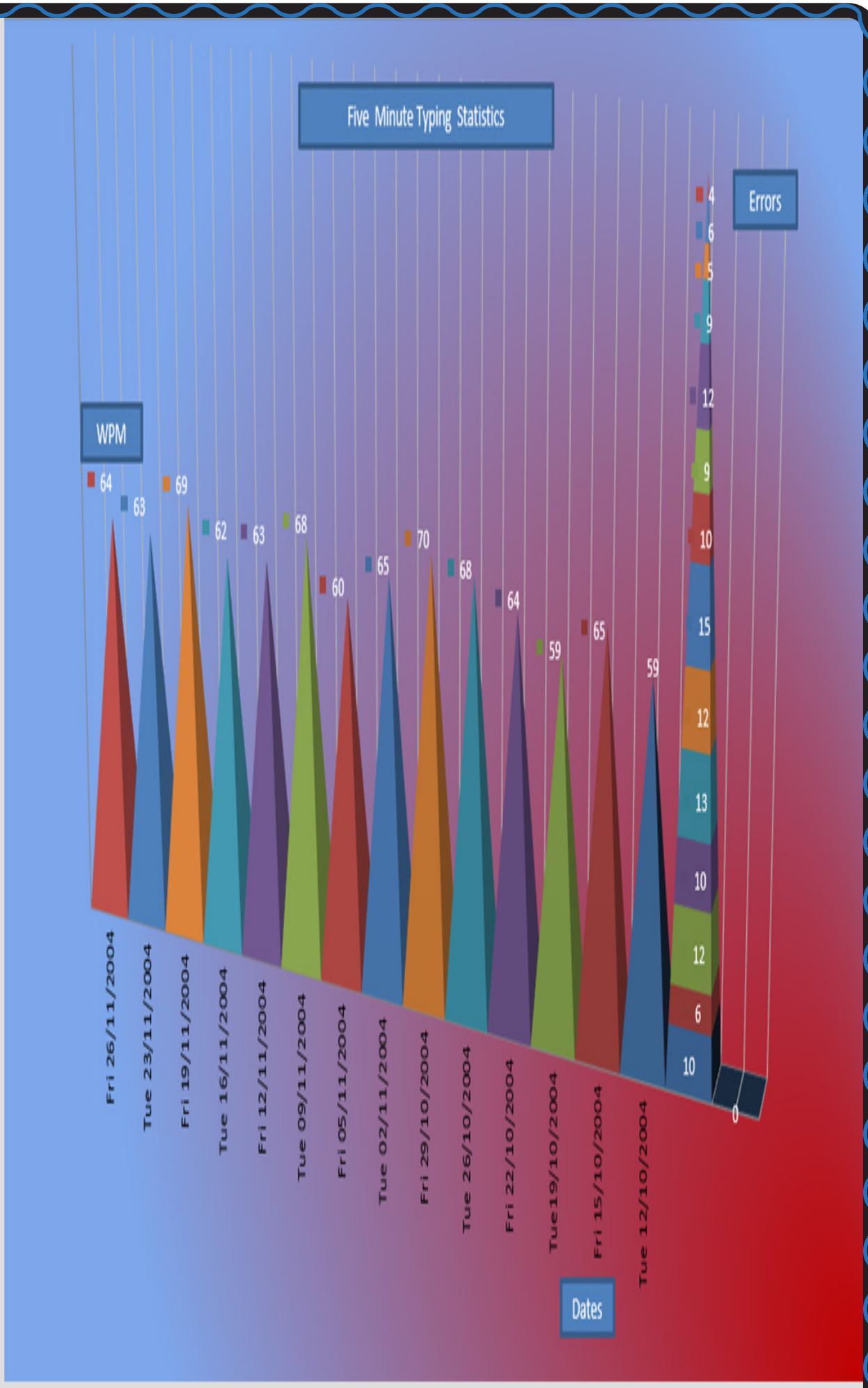
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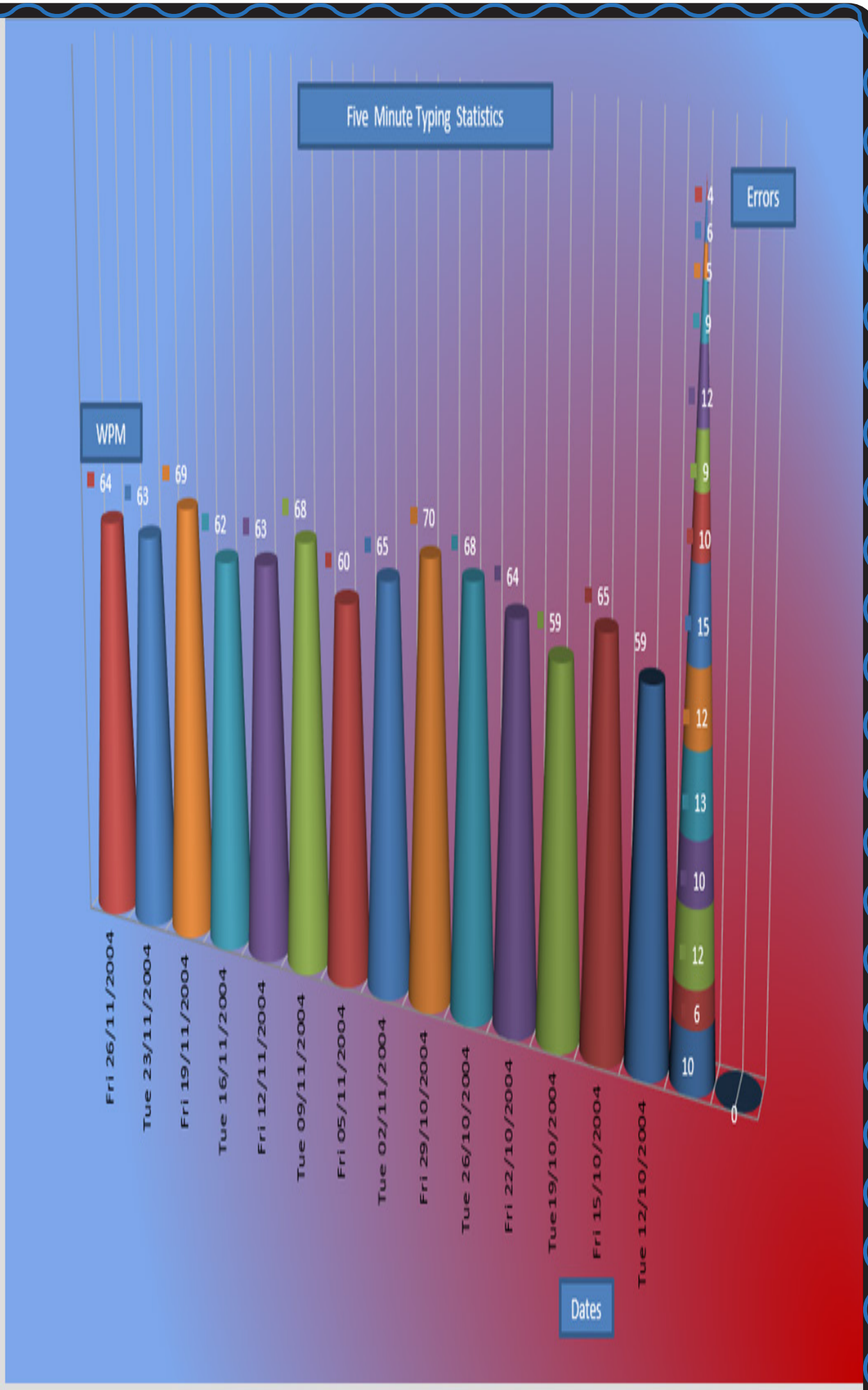
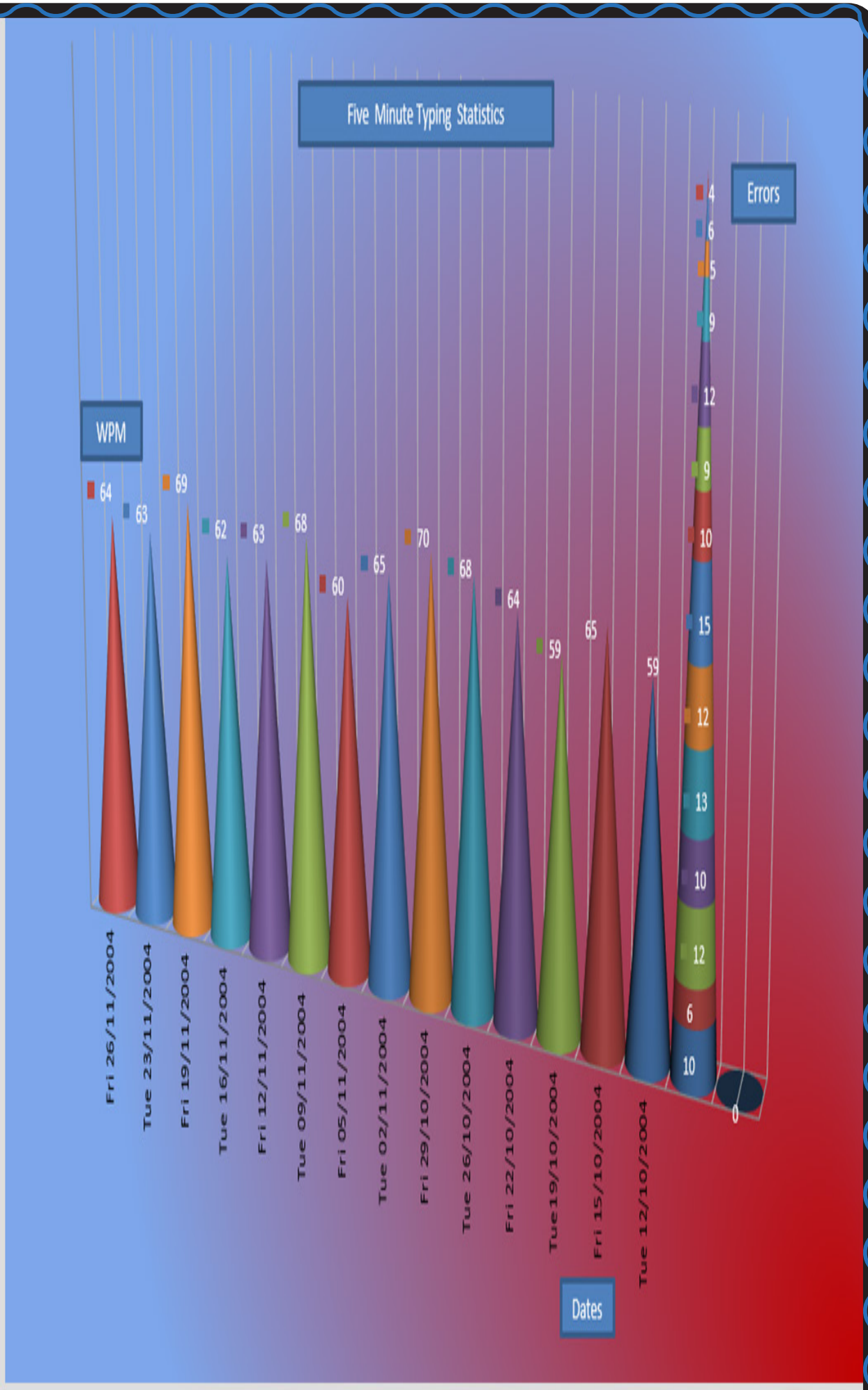


Table | Cylinder Chart | Box Chart | Partial Pyramid Chart | Full Pyramid Chart | **Partial Cone Chart** | Full Cone Chart | ⊕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Andrew Stretton

C&G Level II Diploma

For IT Users



OCR Text Processing

Advanced

DISTINCTION

Andrew Stretton Centre: 14119 9 November 2005

overall 1+3 errors.

TOWER TRADING CO LTD
TOWER ROAD
BELVEDERE
KENT
PS1 5MP

TEL NO 01322 12345 ***FAX NO 01322 54321***

Our ref TS/FA/Fin

Your ref RB/Fin

9 November 2005 ✓

Mr Henry Swan
17 Rosewood Crescent ✓
STOKE-ON-TRENT
Staffordshire
ST4 2JJ

Dear Henry

CAPITAL INVESTMENT

Thank you for your letter received last Monday. I am surprised to know that you are considering buying an interest in the firm you mention. We discussed ✓ a variety of ways in which it is possible to invest money, and I was under the impression that you had given up any idea of becoming involved in business affairs again. ✓

You asked me to find out everything I could about the company. On the whole the information is favourable. The net profit, after meeting all charges, has steadily increased each year for the past five years. Last year the figure of one million pounds was reached. This is a high net profit for a firm of this size, and it suggests that the management are ✓ very good and successful. During the past two years the firm has purchased new plants ✓ and machinery which has led to an immediate increase in output. ✓

is

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Plant ?

I looked into ✓ why the board is willing to accept someone new into its ✓ organisation. I found that the original founder is now sixty years of age, and wishes to ✓ retire. He has the opportunity ✓ to withdraw his investment from the firm. As he is the largest shareholder this would leave the firm short of capital and the board is therefore looking for investors.

✓ I believe that this investment is viable. I enclose a copy of their annual report and accounts. ✓

Yours sincerely

Thomas Simons
Financial Advisor

Enc

54

1 error

MEMORANDUM

TO: Jack Dunn

FROM: Thomas Simons

REF: TS/FA/Fin

DATE: 9 November 2005

CONFIDENTIAL

The quality of service we offer is of paramount importance. I am concerned that some members of staff are not giving advice to meet each client's needs. I also feel we should be more selective when choosing financial institutions we represent. There are many institutions who want people to lend them money so it has become necessary to research more into their past.

1 error ↓ no emphasis need on this sentence

I should like to arrange a two-day seminar and invite financiers to talk about their services. This will improve our awareness and keep us up to date.

Our publicity leaflets will be reprinted to take our findings into account.

As you are aware, interest paid to investors and the terms of withdrawal notices varies considerably. Some rates of interest quoted are gross. When income tax has been deducted they become much less favourable. My own research into company investment and stock exchange shows this advice is suitable for particular groups of people. Those investors with a small amount of money for savings would find it very difficult if they had to give a minimum notice of six months to draw out their money.

I should be pleased to receive your views on these points. If you are available on Friday 2 December then we could discuss the enclosed programme and list of speakers. Please confirm this appointment with my secretary. I have also invited John Stevenson to ensure our legal role is maintained.

I am also enclosing, for information, a copy of a letter to Henry Swan.

Encs

55

SOURCES OF FINANCE

'0' errors
Well done Andy

INTRODUCTION

Clients need the confidence and reassurance that any work carried out by us will be done promptly and completed within agreed deadlines. We must be recognised as being reliable and responsive to our clients' needs.

Our staff must be able to interpret theoretical advice into a language which is understood by the lay person. We must be able to give practical and useful advice. Our clients must obtain the best profits from their investment.

Money is needed to finance the operation of firms. Small savers help by investing their money through some opportunities listed below.

1 Life assurance and endowment policies

2 Savings accounts*

3 Stocks and shares

4 Pension funds

5 Property

6 Real estate

---

* Banks, building societies or the Post Office.

The money saved in any of these is invested in a wide range of commercial, industrial and government securities on behalf of savers. The returns will vary with the type of security and length of time invested. In payment for borrowing your money, you receive interest, bonuses or cash.

POLICIES

The cost of the cover will depend on your age, sex, health and premium chosen.

The investor pays a regular amount for an agreed number of years. The addition of the annual bonuses** will increase the total amount. If you cash in early, you will not receive the full returns of the investment. In the early years, you may receive less than you have paid in. Inflations can also affect the spending power of investment returns. The sum of money is payable at the end of the agreed number of years or on earlier death.

INTEREST SHARES

Savings accounts offer flexibility with security and although interest is lower, withdrawals are available on demand with some accounts. Inland Revenue requires that you must declare all income received for tax purposes but some profit savings accounts may be tax exempt. The interest on these accounts is higher, but there are restrictions on income withdrawals. Loss of interest or tax liability will be a penalty if savings are withdrawn before the agreed term of investment.

** Bonuses depend on how well the policy performs and cannot always be guaranteed.

THE STOCK EXCHANGE

Stock is issued by the Government and Local Authorities when they need cash. This stock is issued at a fixed rate of interest and it can be redeemed after a certain number of years. The price of stock varies.

Company shares are issued to the public as a means of obtaining money and can be bought and sold through the Stock Exchange. This is a highly organised market for the purchase and sale of second-hand quoted securities. It is attractive to private investors because the Stock Exchange allows them to exchange their shares for cash when they wish. Investors are also protected by the examination of companies by the Stock Exchange before stock is quoted.

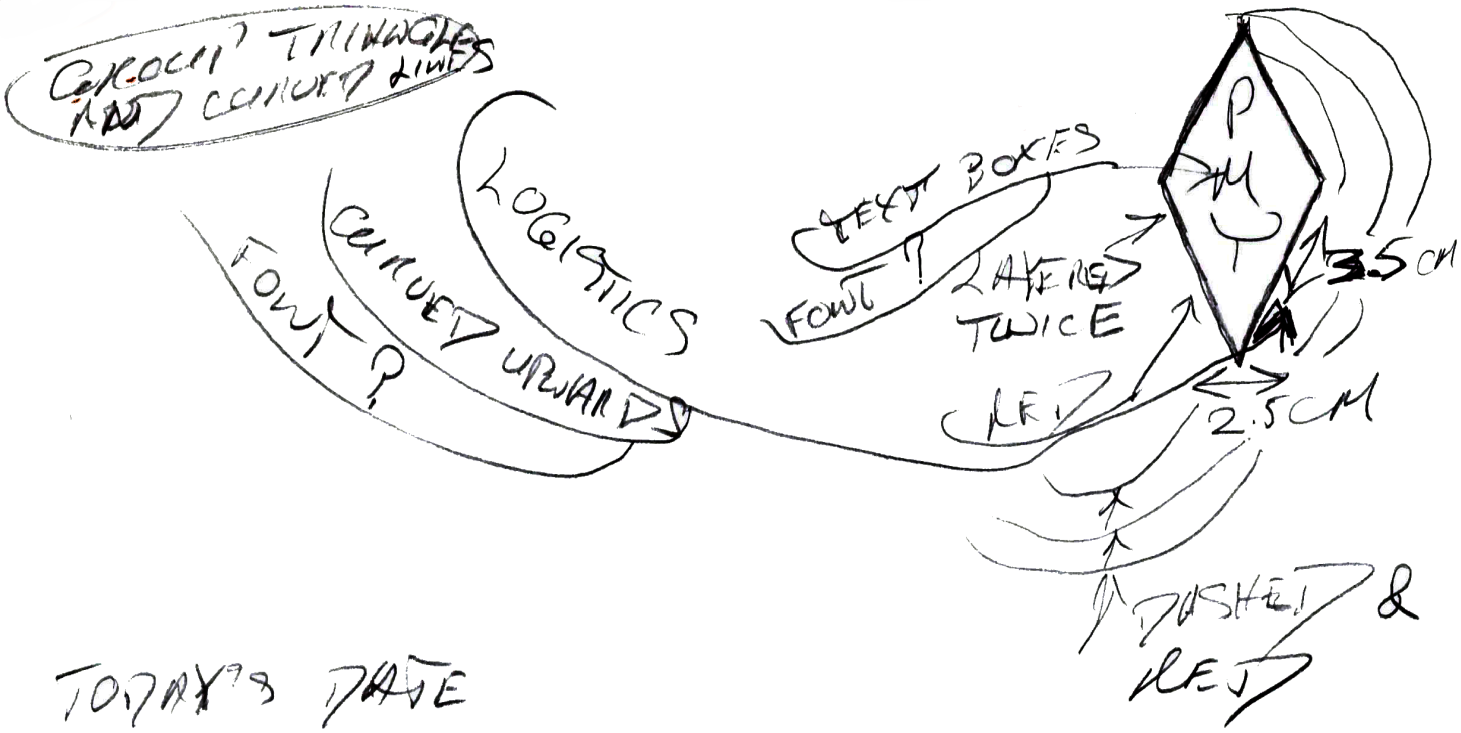
If the company does well the price of the shares will increase. On the other hand, if the company does badly the price will fall.

PENSION FUNDS

The employer and the employee place an agreed sum on a regular basis into a separate fund. The funds are held and invested by trustees. These ultimately are paid from the fund to employees who retire, or their dependants. If you have been a member of the scheme for the minimum stated years and retire through poor health, you will be able to receive a pension.

June 1998

58



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FIELD CODES

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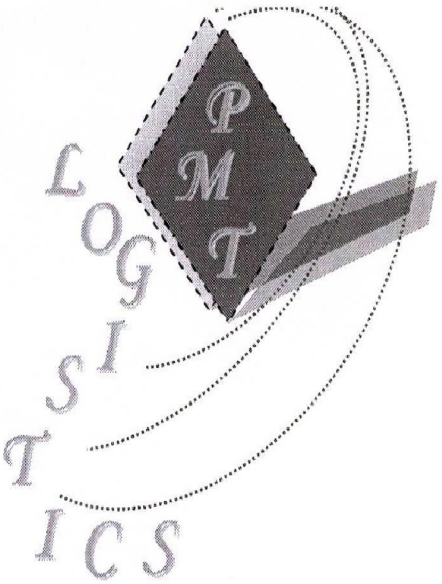
LEARNER NOTES

I CAN CONFIRM THAT THE NO. CANDIDATES BOOKED FOR THE H&S ROAD MANAGEMENT CONFERENCE WILL BE ATTENDING ON DATE.

I CAN CONFIRM ☐ CANDIDATES WILL BE ATTENDING THE H&S ROAD MANAGEMENT CONFERENCE ON DATE.



20 September 2006

«Title» «Contact»
«Company»
«Address1»
«Address2»
«Postcode»

Conference:
Location:
Date:
Time:

Facilitator:

Agenda:

..... ✂ .....

I can confirm that the «No_of__candidates» candidates booked for the **Health & Safety Road Management Conference** will be attending on <insert date>

I can confirm that ☐ candidates will be attending the **Health & Safety Road Management Conference** on <insert date>

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20 September 2006

Ms Mary Ann Thomas
C&P Chrome Plating
Arch 523 Mare Street
London
E8 1CH

Conference:	Health & Safety Road Management
Location:	Bernadette Suite, The Accas Hotel, Sawbridge
Date:	12 October 2006
Time:	09.30-16.00
Facilitator:	Vivienne Orpin

Agenda:

09.30 Registration and Coffee
10.00-10.45 Gupta Kent speaking on Road Risk Management
10.45-11.30 Lawrance Orchard – Risk Analysis
11.30-12.00 Question Time

12.00-13.00 Break for lunch - buffet will be provided

13.00-13.45 Richard Lewsley speaking on Nil Defect Reporting impact on Health & Safety
13.45-14.30 Dennis Paley (MOT) – Current Legislation
14.30-15.15 Peter Cook speaking on the LOSH qualification
15.15-15.30 Question Time
15.30-16.00 Summary by Vivienne Orpin
16.00 Conference Finishes

..... ✂ .....

I can confirm that the 8 candidates booked for the **Health & Safety Road Management Conference** will be attending on 2 October 2006.

I can confirm that [ ] candidates will be attending the **Health & Safety Road Management Conference** on 2 October 2006.

Andrew StrettonWP_ADV_Assign.1_Standard Let_Conference_Andy.docCreated at 20/09/2006 11:35 AM 20 September 2006

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London
W1R 2BJ

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020 7895 6531
www.pmt-logistics.co.uk

Our ref TS/FA/Fin

Your ref RB/Invest

9 November 2005

Mr Henry Swan
17 Rosewood Crescent
STOKE-ON-TRENT
Staffordshire
ST4 2JJ

Dear Henry

CAPITAL INVESTMENT

Thank you for your letter received last Monday. I am surprised to know that you are considering buying an interest in the firm you mention. We discussed a variety of ways in which it is possible to invest money, and I was under the impression that you had given up any idea of becoming involved in business affairs again.

You asked me to find out everything I could about the company. On the whole the information is favourable. The net profit, after meeting all charges, has steadily increased each year for the past five years. Last year the figure of one million pounds was reached. This is a high net profit for a firm of this size, and it suggests that the management are very good and successful. During the past two years the firm has purchased new plants and machinery which has led to an immediate increase in output.

I looked into why the board is willing to accept someone new into its organisation. I found that the original founder is now sixty years of age, and wishes to retire. He has the opportunity to withdraw his investment from the firm. As he is the largest shareholder this would leave the firm short of capital and the board is therefore looking for investors.

I believe that this investment is viable. I enclose a copy of their annual report and accounts.

Yours sincerely

Thomas Simons
Financial Advisor

Enc

© PMT Logistics



To: Jack Dunn
From: Thomas Simons
Ref: TS/FA/Fin
Date: 9 November 2005

CONFIDENTIAL

The quality of service we offer is of paramount importance. I am concerned that some members of staff are not giving advice to meet each client's needs. I also feel we should be more selective when choosing financial institutions we represent. There are many institutions who want people to lend them money so it has become necessary to research more into their past.

I should like to arrange a two-day seminar and invite financiers to talk about their services. **This will improve our awareness and keep us up to date.**

Our publicity leaflets will be reprinted to take our findings into account.

As you are aware, interest paid to investors and the terms of withdrawal notices varies considerably. Some rates of interest quoted are gross. When income tax has been deducted they become much less favourable. My own research into company investment and stock exchange shows this advice is suitable for particular groups of people. Those investors with a small amount of money for savings would find it very difficult if they had to give a minimum notice of six months to draw out their money.

I should be pleased to receive your views on these points. If you are available on Friday 2 December then we could discuss the enclosed programme and list of speakers. Please confirm this appointment with my secretary. I have also invited John Stevenson to ensure our legal role is maintained.

I am also enclosing, for information, a copy of a letter to Henry Swan.

Encs

SOURCES OF FINANCE

INTRODUCTION

Clients need the confidence and reassurance that any work carried out by us will be done promptly and completed within agreed deadlines. We must be recognised as being reliable and responsive to our clients' needs.

Our staff must be able to interpret theoretical advice into a language which is understood by the lay person. We must be able to give practical and useful advice. Our clients must obtain the best profits from their investment.

Money is needed to finance the operation of firms. Small savers help by investing their money through some opportunities listed below.

1 Life assurance and endowment policies

2 Savings accounts*

3 Stocks and shares

4 Pension funds

5 Property

6 Real estate

* Banks, building societies or the Post Office.

The money saved in any of these is invested in a wide range of commercial, industrial and government securities on behalf of savers.

The returns will vary with the type of security and length of time invested. In payment for borrowing your money, you receive interest, bonuses or cash.

POLICIES

The cost of the cover will depend on your age, sex, health and premium chosen.

*The investor pays a regular amount for an agreed number of years. The addition of the annual bonuses** will increase the total amount. If you cash in early, you will not receive the full returns of the investment. In the early years, you may receive less than you have paid in. Inflations can also affect the spending power of investment returns. The sum of money is payable at the end of the agreed number of years or on earlier death.*

** *Bonuses depend on how well the policy performs and cannot always be guaranteed.*

INTEREST SHARES

Savings accounts offer flexibility with security and although interest is lower, withdrawals are available on demand with some accounts. Inland Revenue requires that you must declare all income received for tax purposes but some profit savings accounts may be tax exempt.

The interest on these accounts is higher, but there are restrictions on income withdrawals. Loss of interest or tax liability will be a penalty if savings are withdrawn before the agreed term of investment.

THE STOCK EXCHANGE

Stock is issued by the Government and Local Authorities when they need cash. This stock is issued at a fixed rate of interest and it can be redeemed after a certain number of years. The price of stock varies.

Company shares are issued to the public as a means of obtaining money and can be bought and sold through the Stock Exchange.



This is a highly organised market for the purchase and sale of second-hand quoted securities.

It is attractive to private investors because the Stock Exchange allows them to exchange their shares for cash when they wish. Investors are also protected by the examination of companies by the Stock Exchange before stock is quoted.

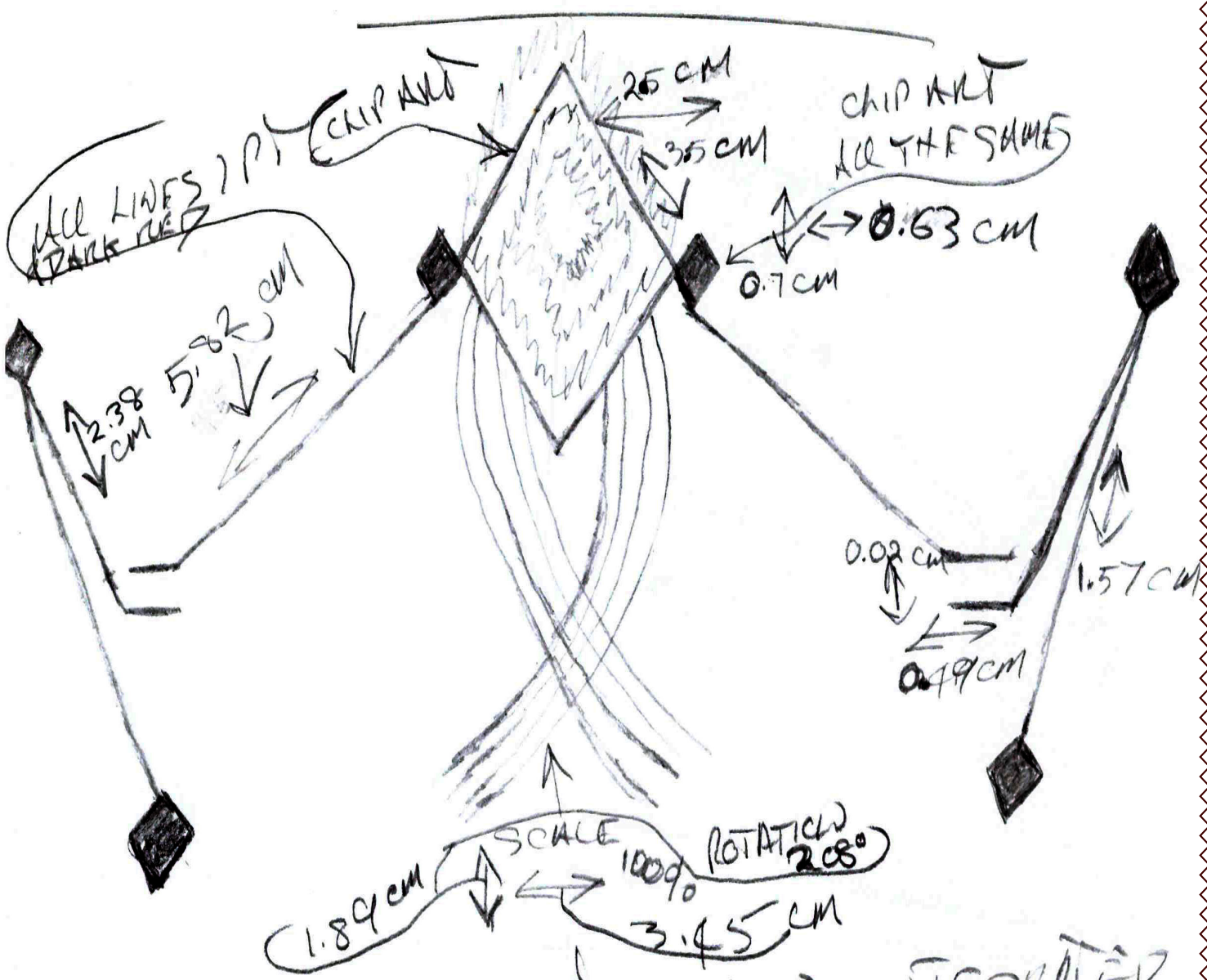
If the company does well the price of the shares will increase. On the other hand, if the company does badly the price will fall.

PENSION FUNDS

The employer and the employee place an agreed sum on a regular basis into a separate fund. The funds are held and invested by trustees. These ultimately are paid from the fund to employees who retire, or their dependants. If you have been a member of the scheme for the minimum stated years and retire through poor health, you will be able to receive a pension.

June 1998

LETTER_LOGO_TSG-2-TPT



DESIGNED ON PPT THEN INTEGRATED TO WORK WITH PAGE LAYOUT A4 PORTRAIT & 2.5 CM MARGINS ALL AROUND.

FINAL GROUP SIZE IS 20.74 CM × 3.3 CM

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Our ref JCT/38

Your ref VM/97/114

16 November 2005

Mrs V Morton
Chief Executive
Morton & Spiers plc
23 George Crescent
SWINDON
Wiltshire
SN3 2LP

Dear Mrs Morton

PROGRESS RACE DAY

Thank you for your letter of enquiry which I received this morning. We would be delighted to arrange a day's racing at our Brook Vale Circuit for your staff.

The first available date is Wednesday 21 December and the enclosed timetable gives further details of what your day's racing will comprise. I enclose our catalogue together with our price list for your information.

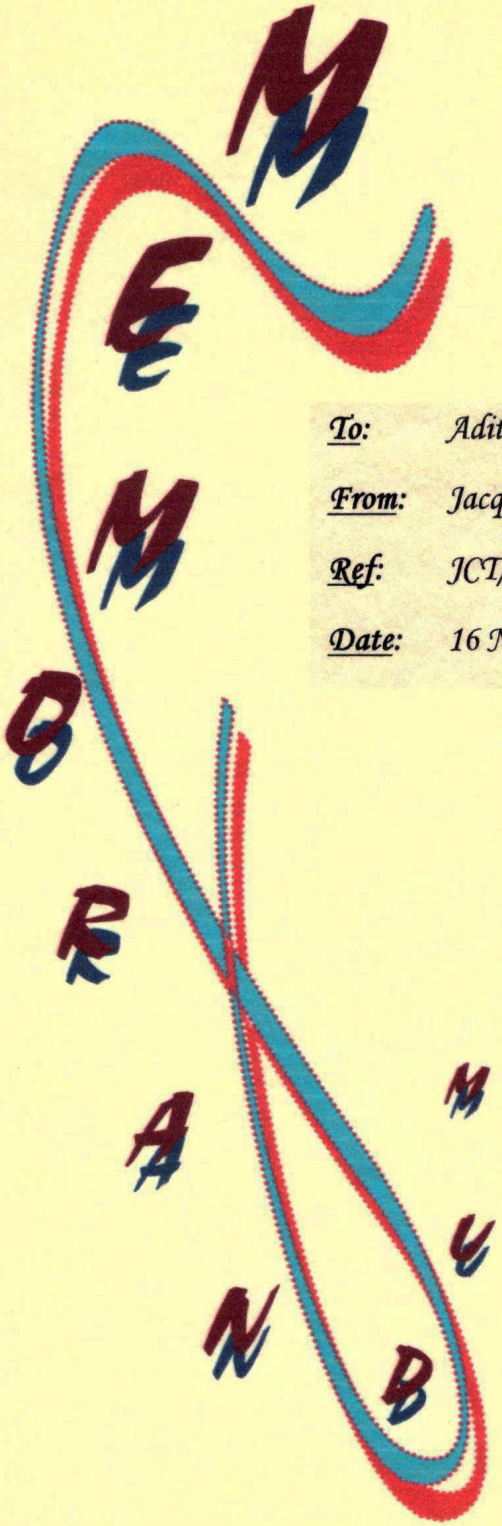
Progress Race Days are designed to give an insight into a racing driver's craft. The morning session is given over to racing on our 1.84 mile circuit, while the afternoon will offer the opportunity to drive on the skid pan. As all your staff are couriers and chauffeurs we feel the experiences gained during one of our race days will be of great benefit to them in their work. We hope it will also be very enjoyable and great fun.

We look forward to welcoming your staff to breakfast at 8.30 am at our circuit at Brook Vale.

Yours sincerely

Jacquie C Timpson
Marketing Director

Encs



To: Aditya Gupta

From: Jacquie C Timpson

Ref: JCT/39

Date: 16 November 2005

CONFIDENTIAL

I enclose a copy of a letter to Mrs V Morton of Morton & Spiers plc. She is keen for six of her staff to come to one of our race days. Please ensure that everything needed to effect a successful day is organised carefully and well in advance.

This company is a well-established transport, car hire and courier firm with motor-cyclists and van drivers as well as limousine chauffeurs. I am sure that a good day will lead to more business from other similar firms. The Finance Department should open an account as I think we shall get repeat business.

I was dismayed to hear of Kym's recent accident. I understand from Deirdre that she has broken both her legs and will be in hospital for several weeks. I have already arranged for some flowers to be delivered to her ward and will endeavour to visit her this week. Please arrange a rota of visitors and include all secretaries and other staff who want to see her. The Progress T22 should be made available for their use.

I have not yet received a report on Kym's accident but we do need to reconsider all safety aspects. I do not know why she was on the track but it seems likely that she was trying to give Alex an urgent telephone message. I think we need to hold an emergency meeting of the safety committee.

Enc

Text Processing - Advanced!

PROGRESS RACING SCHOOL

The 1997 season has so far been very successful. Since we took over the Brook Vale Circuit in 1976 we have witnessed many changes. In fact it is only through constant change that we are able to move forward and continually improve all aspects of our business.

One of the most recent developments has been the new clubhouse which has a paved patio and a fine terrace. The scrutineering bay has also been much improved, and our landscaping programme has continued apace with well over 1000 trees and shrubs being planted.

Race Day Season Passes

Passes make superb presents for a birthday, anniversary or other special event, will admit holders to all race meetings and the 50% reduction on normal charges offers considerable savings.

Race Days

The chance to experience circuit driving is yours and our Formula Progress 1600 drivers will be on hand to show you the secrets that are not only essential for track driving, but will also make you a safer driver on public roads.

Text Processing - Advanced!

Text Processing - Advanced

Then it is your turn! Your instructor will sit beside you and will guide you through every move. Your car will be just like the ones you see in action at any race meeting. You are given a free hand to drive within your own limits and before you know it the racing car will start to feel a part of you in a way no road car ever can. Then you see the chequered flag; it is time to return to the pits and the presentation of your certificate back in the clubhouse.

Under 17 Car Club

This club aims to give young people the opportunity to learn about all aspects of driving and develop their motoring skills. They then progress to passing their driving tests. So far we have a 100% pass rate.

Saturday Club Days

Owners of self-made sports cars choose Brook Vale to experience the true performance of their exotic machines. See these cars in action and at close quarters on static displays. Pick up the special leaflet which details dates and admission charges.

Text Processing - Advanced

Text Processing - Advanced

Motorcycle Track Days

In conjunction with **Sakashita Motorcycles** based in Chippenham, riders have the chance to try out super bikes of over 750 cc without the restrictions that occur when riding on the public highway. Johnny Williamson* will show motor-cyclists the correct techniques during a session of familiarisation laps.

Skid Pan

We provide the cars and instruction to help you acquire the skills necessary to control a car in wet or icy conditions. As well as learning new skills, these sessions are great fun.

For reasons of safety and security, we will need to receive the following details of anyone taking part in any of our events.

1 name
2 address
3 date of birth
4 daytime telephone number**
5 weight
6 any disabilities or medical conditions
7 height

* Johnny has over 12 years' racing experience.
** This may be your work or home telephone number, but must not be a mobile number.

Text Processing - Advanced!

Steam and Vintage Rally

This is a major traction engine rally with masses of vintage vehicles and static and mobile demonstrations. A huge range of stalls contributes towards a very entertaining day out for all the family.

Craft Fair

One of our most successful non-racing activities last year was the Craft Fair in November. This event will be repeated in December in time for Christmas shopping.

Car Boot Sales

The success of these sales never fails to amaze us. So far this year over £6000 has been given to local charities from admission charges and site fees. The sales are held on the first Sunday of each month from March to October.
For more details on any of the above or to be placed on our database please

contact Jacquie Timpson, our Marketing Director, by telephone/fax 01249

787878 or e-mail hqbvc@prs.co.uk.

June 1997

Text Processing - Advanced!

OCR Word Processing

Advanced

Franchising is a superb partnership. It provides the opportunity to be in business for your self but not by yourself.

A well-established company will offer an individual the opportunity to trade under its corporate brand name and image.

Training, research and development facilities, marketing and advertising are made available as part of the package.

The Franchisor

This is almost always a company which has developed and tested its business methods and has decided to increase the size of its business by offering the right to trade under its business name.

The Franchisee

A franchisee may be an individual, a partnership or a small private concern. These may wish to run their own businesses. They would value the benefits of doing so under an established trade name.

Types of Businesses

The choice is considerable but the list below gives some idea of what is available.

Dry cleaning

Employment agency

Fashions

Fast printing

Interior decorating

Plumbing

Restaurants

Travel agency

Veterinary services

Video hire

Location

Franchises are operated on a geographical basis. Territories are offered so as to ensure that no one else is allowed to operate the same business with the same franchisor in the same area.

Some Advantages

People who wish to run their own businesses may have money available but may not know how to go about setting up on their own. Franchising may hold the key to success.

Those who have no experience but have an aptitude perhaps learned through a hobby may acquire the experience required by running a business as a franchise.

People skilled in a craft but who have no commercial experience may find taking up a franchise could enable them to run their own business safely and successfully.

Some Disadvantages

The biggest disadvantage must be the possible loss of the franchisee fee if you are taken ill or your family circumstances change. You may find you do not enjoy what you are doing. It may be possible to sell your business but you may not get all your money back.

Although the business feels as though it is yours, you are really only renting it. Often the business agreement you have at the outset will only last five years, after which time the process will have to be renegotiated.

Most franchisors will expect royalties which are an additional cost. You will do all the work but the franchisor will earn some money from your profits, depending on what is negotiated. Royalty payments of 8% to 10% are normal, but it is not unusual to see 20% or even 40%.

Finance

The size of the investment required varies tremendously according to the type and size of business offering the franchise. A fast food company, for example, may require at least £500,000 whereas a smaller business, such as a mobile fast food operator, may require somewhere in the region of £5,000.

Conclusion

Before you make any enquiries, please seek professional help as these are brief notes only.

Franchising is a superb partnership. It provides the opportunity to be in business for your self but not by yourself.

MEMORANDUM

To: Philip Thompson

From: Maurice Keighley

Date: 25 April 2006

Ref: MK/29

I recently received a number of enquiries regarding franchising. These have been mostly from people who wish to investigate the possibilities of buying franchises.

I think Suri's plan to set up exhibitions about franchising is a very good one. I would like you to work closely with her on this scheme. We should consider setting up exhibitions in two major cities, perhaps Bristol and Manchester to start with. We can then fully evaluate these. If successful, we can then consider where further exhibitions may be held.

It would be almost impossible to include everything people would need to know about franchising in one exhibition. Therefore I think we should actively consider Ravi's scheme to organise a number of seminars with different themes. We should also investigate whether we could discount these in some way.

If we can move quickly enough, it might be possible to hold the first seminar before the end of March. It should be aimed at franchisees only. Please ensure that you discuss everything thoroughly with Suri and her team. I will need your first recommendations well in time for the next directors' meeting to be held on Wednesday 8 March 1999.

Copies Suri Robbins
File

FRANCHISE AVAILABILITY AS AT 1 NOVEMBER 1999

TYPE OF BUSINESS	FRANCHISE NAME	FRANCHISOR'S HEAD OFFICE	INITIAL COST (£)	FRANCHISES AVAILABLE
Fast Food	Better Burgers	Unit 6, Nightingale Road Industrial Park, Portsmouth, PO3 4BH	80,000	2,500
Restaurants	Millard Restaurants	56 High Street West, Torquay, TQ6 3XZ	58,200	1,010
Fast printing	Copyfast	93 Stratford Street North, Manchester, M36 2AK	15,875	392
Employment Agency	Park Street Bureau	119 Park Street, Gloucester, GL1 8NZ	36,000	760
Courier Service	A to B	224 Winchester Avenue, Bristol, BS2 6EY	52,175	512

HELPFUL LITERATURE

TITLE OF LEAFLET	PUBLISHER AND CONTACT NUMBER	PRICE (£)
Coping with the legalities of franchising	Freeman 0181 352 9868	12.95
How to finance your franchise	Williamson plc 01225 824282	9.70
A guide to selecting the right type of business	Peterson & Matthews 01626 765676	11.25
What is franchising?	Baxters 01803 582163	7.40

TIPS FOR FRANCHISORS

Once your company has decided to develop a franchise operation, the first vital step is to ensure that one person in your business has total responsibility for this.

Developing a franchise is very time consuming and great care must be taken over every aspect.

When you have decided who is to take charge, you then need to define very precisely what you are franchising and how it is to be operated.

It is very important to realise that you are going to sell your product or services to people who will know very little about your business.

Every aspect of what you have to sell needs to be defined in a simple and straightforward way.

The next stage is to set up your existing business in precisely the same way as you envisage setting up your franchise units. You need to monitor and refine the way you run this business in order to ensure that the franchise will work.

The pilot scheme must be very comprehensive. You must be able to demonstrate to others that your scheme is viable.

At least a year's experience of a successful operation of a pilot scheme is required.

A first class management team is vital to ensure success as a franchisor. You may wish to consider employing an outside consultancy firm. Progress Consulting would be very pleased to supply one of its consultants. Progress is at present setting up two exhibitions about franchising in Bristol and Manchester.

Full details may be obtained by telephoning Maurice Keighley on 01203 470033 extension 2121.

OCR Business Presentations

Intermidiate

Andrew Stretton







COMPANY INDUCTION

- Data Protection Act
- Evacuation procedures
- Health and safety at work
- Security and confidentiality
- Flow of information



84

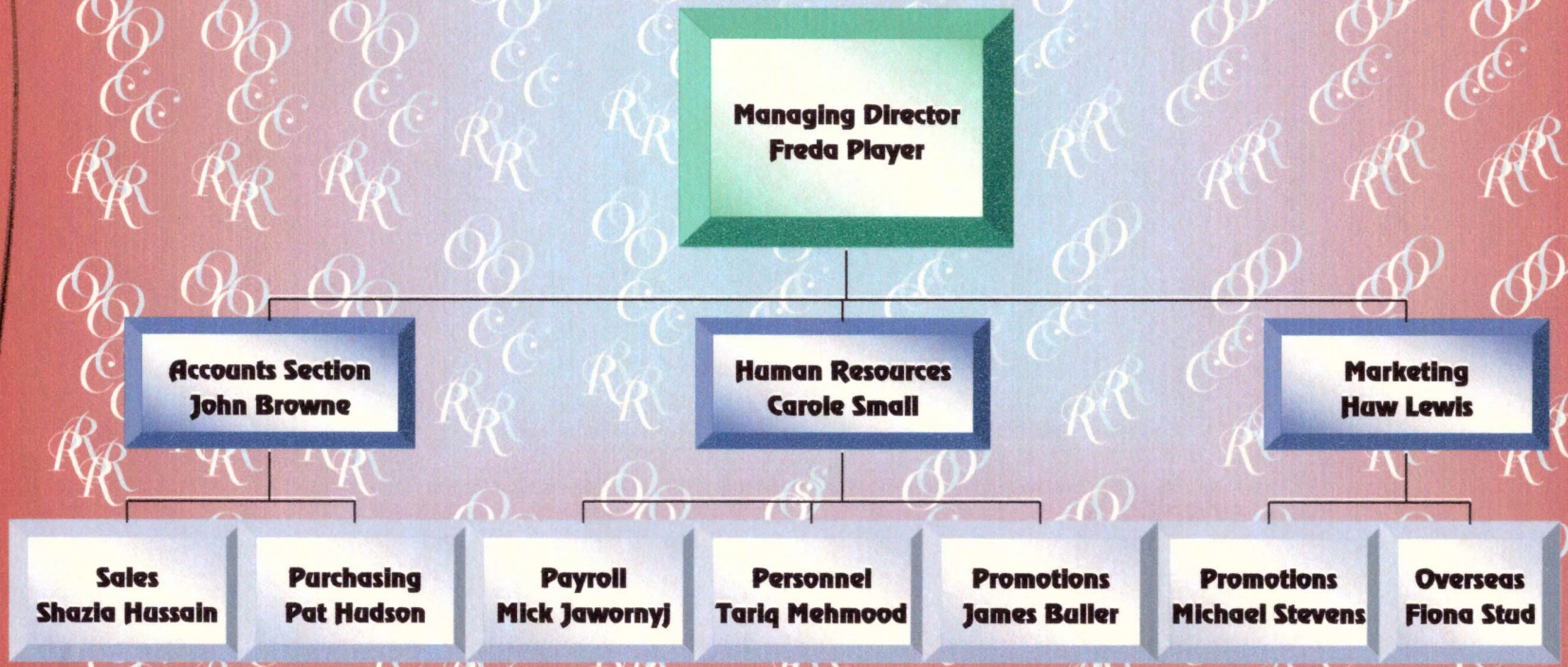


DATA PROTECTION ACT

- Revised in 1998
- How does it affect you?
- What you should know
  - What data is stored?
  - Where is it stored?
  - Who has access?

Progress Group

FLOW OF INFORMATION





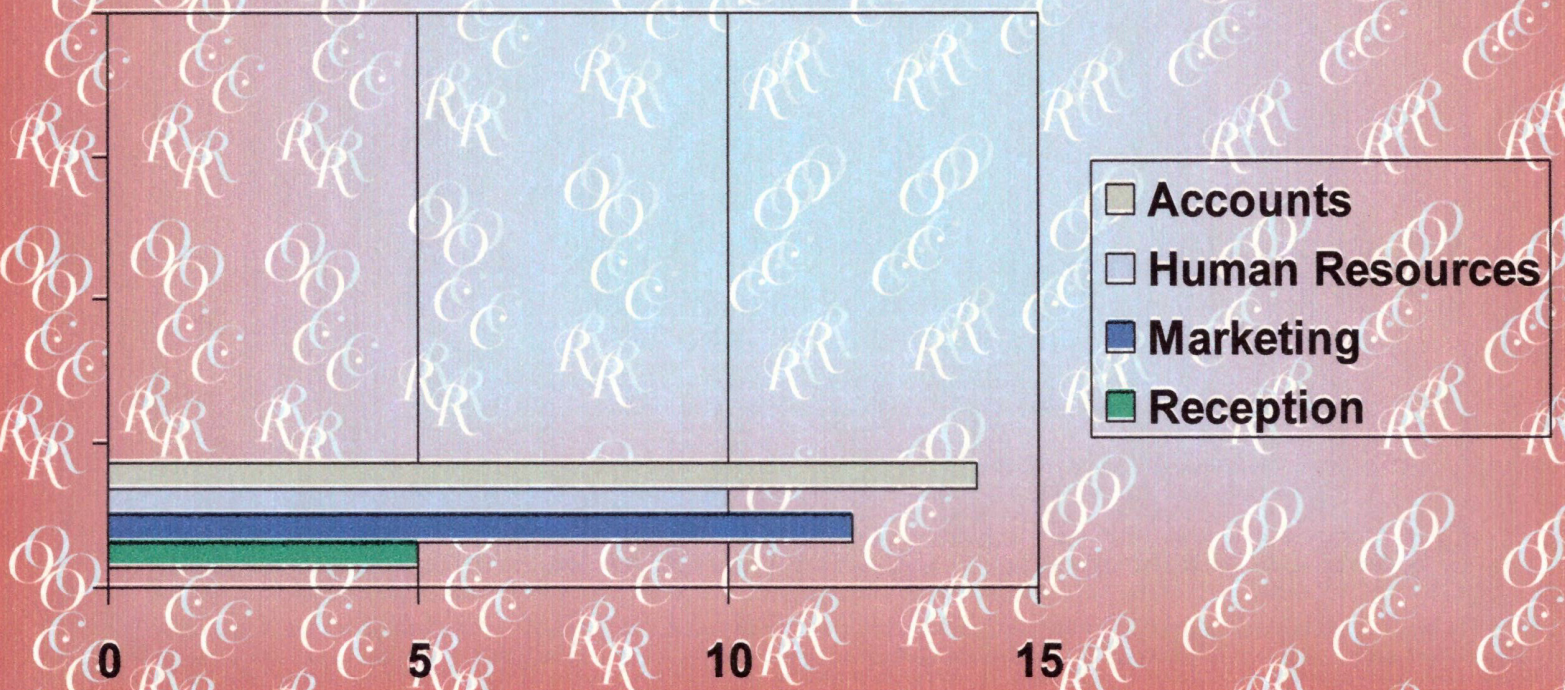
HEALTH AND SAFETY AT WORK

- Your employer must make the workplace safe and provide adequate welfare facilities
- Plant and machinery must be maintained and good working practices set up and followed
- Articles and substances must be moved, stored and used safely
- Information, instruction, training and supervision necessary for employees' health and safety must be provided

Andrew Stretton

Progress Group

SPEED OF EVACUATION



Progress Group

EVACUATION PROCEDURES

- If you notice a fire, contact switchboard
- Activate alarm
- Leave the building following exit signs
- Assemble in the main car park at the front



ADVANCED SECRETARIAL 5/10/05

AIMS:

1. FEEDBACK FROM HOMEWORK.
2. VOCABULARY.
3. BUSINESS CORRESPONDENCE.
4. LETTER LAYOUT.
5. PUNCTUATION: OPEN & CLOSED.
6. TEMPLATES.

SPELLING

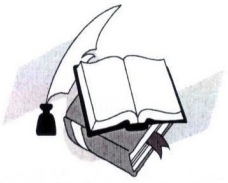
1. ACCOUNT. ✓
2. APPROXIMATELY. ✓
3. CATALOGUE. ✓
4. COMPANY. ✓
5. DEAR. ✓
6. INFORMATION. ✓
7. MISCELLANEOUS. ✓
8. NECESSARY. ✓
9. YEAR. ✓
10. OPPORTUNITIES. ✓
11. ORGANISATION. ✓
12. POSSIBLE. ✓
13. REFERENCE. ✓
14. REFER ✓
15. REFERRED. ✓
16. SECRETARY. ✓
17. TEMPORARY ✓
18. SIGNATURE. ✓
19. YOUR ✓

Excellent

ANDREW STRETTON 9/11/05

18/18 SPELLING TEST Excellent Any

1. ACCOUNTS - ACCOUNTANTS
2. APPROXIMATELY
3. CATALOGUE -
4. COMPANY - COMPANIES
5. DEAR -
6. INFORMATION - INFORM
7. MISCELLANEOUS
8. NECESSARY - ~~[illegible]~~
9. YEAR - YEARS
10. OPPORTUNITY - OPPORTUNITIES
11. ORGANISATION - ORGANISED
12. POSSIBLE - IMPOSSIBLE
13. REFERENCE - REFERENCES
14. SECRETARY - SECRETARIES
15. TEMPORARY
16. SIGNATURES
17. YOUR/YOURS
18. REFER - REFERRED




APOSTROPHE TEST

(a) "You know you shouldn't say that. Haven't you been told before?"

"You know you should not say that. Have you not been told before?"

(b) "It's not attractive to speak badly. Don't you agree?" said Mrs White.

"It is not attractive to speak badly. Do you not agree?" said Mrs White.

(c) "I don't care. I can't be bothered," replied Pam, rather rudely.

"I do not care. I cannot be bothered," replied Pam, rather rudely.

(d) "You'll have to bother in a job when you're dealing with customers," Mrs White told her.

You will have to bother in a job when you are dealing with customers," Mrs White told her.

(e) "She's always going on about it: isn't she awful!" Ruth said to Sara in a whisper.

"She is always going on about it: she is awful!" Ruth said to Sara in a whisper.

(f) "Who'll she pick on next? It'll probably be Pam."

"Who will she pick on next? It will probably be Pam."

(g) "Pam's always catching it. She's no favourite."

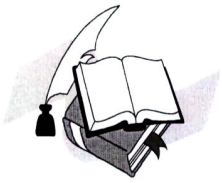
"Pam is always catching it. She is no favourite."

(h) "We'd better watch out or she'll report us again," said Sara.

"We should better watch out or she will report us again," said Sara.

(i) "When you're ready, we'll start!" I've been waiting five minutes," said Mrs White.

"When you are ready, We will start!" I have been waiting five minutes," said Mrs White.




APOSTROPHE TEST

(j) "Who's talking at the back? Don't interrupt again, please."

"Who is talking at the back? Do not interrupt again, please." ✓

(k) "Phone your mum and say you're coming to tea with me," said Sara.

"Telephone your mum and say you are coming to tea with me," said Sara. ✓

(l) "I can't," replied Pam. "We've got my aunt coming at five o'clock."

"I cannot," replied Pam. "We have got my aunt coming at five o'clock." ✓

(m) "Let's go past 'Nice 'n' Easy' and ask if they'll be having a sale," Sara said.

"Let us go past 'Nice 'and' Easy' and ask if they will be having a sale," Sara said. ✓

(n) "I can't afford that, but it's just what I'd like," said Pam.

"I cannot afford that, but it is what I would like," said Pam. ✓

(o) "Bye for now. The bus's coming. I'll have to run."

"Goodbye for now. The bus is coming. I will have to run." ✓

Well done Andy.

Andrew Stretton 24 November 2005

APOSTROPHE CHALLENGE (A)



Put in apostrophes as necessary in the expressions and sentences. Be careful not to put any in that are not required.

Michael's hat ✓

FRESH DAFFODILS ✓

one week's leave ✓

two weeks leave ✓

the children's party ✓

monkeys' tails ✓

the principal's office ✓

the six girls' entries were too late ✓

'i won't agree to this,' he said

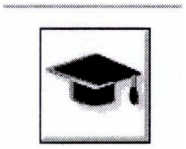
'it's hurt its paw, poor thing,' she said ✓

Well done!
Andy



Andrew Stretton 24 November 2005

APOSTROPHE CHALLENGE (B)



How would you write the following sentences in the shortest possible form, using apostrophes?

1. The locker belonging to Sheila
   The locker is Sheila's ✓

2. The locker belonging to Phyllis
   The locker is Phyllis's ✓

3. The meeting of the directors
   The directors' meeting ✓

4. The staff room for women
   The women's staff room ✓

5. The room belonging to the headmistress
   The headmistress's room ✓

6. The letter from the girl
   The girl's letter ✓

7. The letter from the girls
   The girls' letter ✓

8. Ten caps of the sort used by schoolboys
   The schoolboys' ten caps ✓

9. The caps belonging to ten school boys
   The ten schoolboys' caps ✓

Excellent
Andy

ANSWER STRETTON 9/11/05

Exercise 3

WP T Type the following paragraphs, correcting and inserting apostrophes where necessary. You may also find some other mistakes which need correcting.

If your (YOU'RE) going (CORRECT) on holiday this year, hear (HERE) are a few tips to help ensure you're (YOUR) trip is trouble-free.

1 If you are travelling abroad, remember to ensure you have had all necessary vaccination's (VACCINATIONS). Pack a small medical kit to take with you and include pain killer's (KILLERS), plasters, antiseptic cream and oter (OTHER) basic items. If you are (YOU'RE) visiting Europe, obtain a Form E111 from you're (YOUR) local post office. This will ensure you receive free medical treatment if necessary. However, it doesn't (DOESN'T) cover all types of medical treatment or the cost of being flown home.

INCONSISTANT

2 As well as the E111 its (IT'S) as well to have a good travel insurance policy. This will cover you for against loosing (LOSING) you're (YOUR) money or traveller's (?) cheques, loss of luggage etc. The cost isn't (ISN'T) great but will give piece of mind.

3 Remember the suns' (SUN'S) rays are very dangerous. If you are (YOU'RE) planning to do some relaxing by the pool or on the beech (BEACH) you must have adequate protection. Lotion's (LOCATIONS) are available with very high protection levels (LEVELS). Make sure you apply a sunblock even if your (YOU'RE) just sightseeing

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Andrew Stretton 9 November 2005

If you're going on holiday this year, here are a few tips to help ensure your trip is trouble-free.

If you're travelling abroad remember to ensure you have had all necessary vaccinations. Pack a small medical kit to take with you and include pain killers, plasters, antiseptic cream and other basic items. If you're visiting Europe, obtain a Form E111 from your local post office. This will ensure you receive free medical treatment if necessary. However, it doesn't cover all types of medical treatment or the cost of being flown home.

painkillers is one word

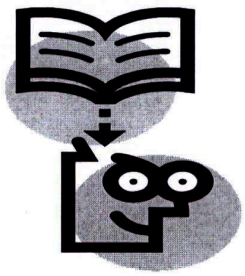
As well as the E111 it's as well to have a good travel insurance policy. This will cover you against losing your money on traveller's cheques, loss of luggage etc. The cost isn't great but will give piece of mind.

Remember the sun's rays are very dangerous. If you're planning to do some relaxing by the pool or on the beach you must have adequate protection. Lotions are available with very high protection levels. Make sure you apply a sunblock even if you're just sightseeing.

START: 10.45
FINISH: 10.58

Excellent Andy.

Commas Practice



Commas are used to separate:

- things in a list

  First thing this morning I got the cleaning done, put the washing on, hoovered the house and cleaned the windows.

- extra information in a sentence

  My sister, who lives in Norfolk, has two dogs and a cat.

Commas are not used before:

- "and"
- "or"
- the last thing in a list

In formal writing, commas are not used before "but".

Add commas where they are needed in these sentences.

1. The babies, who were tired and hungry, were crying loudly. ✓
2. I hope to go the club on Tuesdays, Wednesdays and Fridays. ✓
3. Their new house has got two bedrooms, a bathroom, a lounge/diner and a kitchen. ✓
4. Her hair which used to be long and curly has been cut short. ✓
5. She decided she was old enough to earn some money.
6. John joined a college course to improve his English. Now, a year later, he is speaking at meetings and in public. ✓

Excellent Andy, you clearly understand the use of commas!

ANDREW STRETTON 5/10/05

GROUP ACTIVITY

In your groups using your dictionary find out the following – this task should take no longer than 15-20 minutes.

1. What is an acronym?

A WORD FORMED FROM ~~THE~~ INITIAL LETTERS OF OTHERS. ✓

2. What is an abbreviation?

A SHORTENED VERSION OF A WORD. ✓

3. What is the difference between an acronym and an abbreviation?

1. E.G WINDOW OW KEY DOOR ACRONYM ✓?

2. AN ABBREVIATION IS A WORD SHORTENED. ACRONYM IS WORDS LISTED.

4. List 5 abbreviations and then expand them.

A/T F 1. ACCT = ACCOUNTS
2. SEC = SECRETARY
3. YR = YEAR
4. DR = DEAR
5. YR = YOUR/S ✓

5. List 3 acronyms.

1. WYSIWYG = WHAT YOU SEE IS WHAT YOU GET.
2. BOGOF = BUY ONE GET ONE FREE.
3. AOL = AMERICA ON LINE. ✓

6. What do the initial letters stand for?

THE MEANING OF THE SAYING. ✓

Can you expand the following abbreviations?

BBC BRITISH BROADCAST CORPORATION

ICT INFORMATION COMMUNICATION TECHNOLOGY

YMCA YOUNG MEN'S CHRISTIAN ASSOCIATION

IT INFORMATION TECHNOLOGY ✓

MS-DOS MICROSOFT – DISK OPERATING SYSTEM. ✓

good.

Mr Peter White
2 The Maltings
SEVENOAKS
Kent
KN5 2DP

Telephone: 01245 32564

23 November 2005

Mr Alan Good
Complaints Department Manager
First Trading Ltd
SIMCO
Kent
KN1 5HS

Dear Sir

RE: DAMAGED GOOD – LEXMARK PRINTER 3200 - ORDER NUMBER: UI876

With reference to the above matter, I am writing to state that I am not very pleased with the condition it had arrived in.

I am somewhat disappointed because I believe your trading is of a reputable status. I think this may just be a case of mishandling and I am prepared to consider this matter as a one-off incident.

However, I feel that a reimbursement is acceptable as I have not received full satisfactory customer service.

I would also like this matter kept on file should anything similar arise again.

Yours faithfully

PETER WHITE

Peter White

Excellent
Good tone, Straight to the point.

ANDREW STRETTON 2/10/05

Test Your Knowledge – Health and safety

~~Describe what makes a good working environment~~

ALL EQUIPMENT IS IN GOOD WORKING ORDER I.E TOO HEALTH AND SAFETY STANDARDS.

What is ergonomics?

THE PROPER HEIGHT, POSITIONING AND COMFORT WHEN WORKING ON A PC.

State 4 ways you can reduce physical fatigue (tiredness)

1. DON'T WORK TOO LONG ON THE PC.
2. USE OF A GLARE SCREEN.
3. TONE THE BRIGHTNESS DOWN ON THE MONITOR.
4. ~~TAKE~~ BREAKS REGULARLY!

What is RSI?

REPETITIVE STRAIN INJURY.

Describe a good working environment.

ALL EQUIPMENT IS IN GOOD WORKING ORDER I.E. TOO HEALTH & SAFETY STANDARDS.

Whose responsibility is it to make sure that the working environment is safe.

THE WORKERS OF COURSE AND MYSELF.

V. good Andy ☺

Andrew Stretton 5 October 2005

FRANCHISING

If you are thinking of going into franchising, do not make a hasty decision. Stop and think. Check thoroughly first. Ensure that you get the right guidance.

The buyer of a franchise buys the rights to a whole business package. A lump sum must be paid, plus a franchise fee, plus royalties.

The seller provides a famous name and its reputation. Also included in the package is the product or service, plus the know-how to ensure the success of the new outlet. There is no need for the franchisee to be an expert in the particular business chosen. You simply hire the necessary experienced staff.

To be successful you need resources, both financial and personal. You must have ambition and be prepared to work hard.

You should check the data about any offer and the track record of the company selling the franchise.

Over the next few years it is expected that the annual turnover of franchises will be more than doubled.

Excellent
Accurate work.

NO ERRORS

Andrew Stretton 28 September 2005

Colours of a rainbow

A rainbow is an arc of colours formed in the sky. They quickly fade and disappear. The perfect arc and the bands of colour make the rainbow a beautiful sight. There is a saying that you may find a pot of gold at the end of a rainbow!

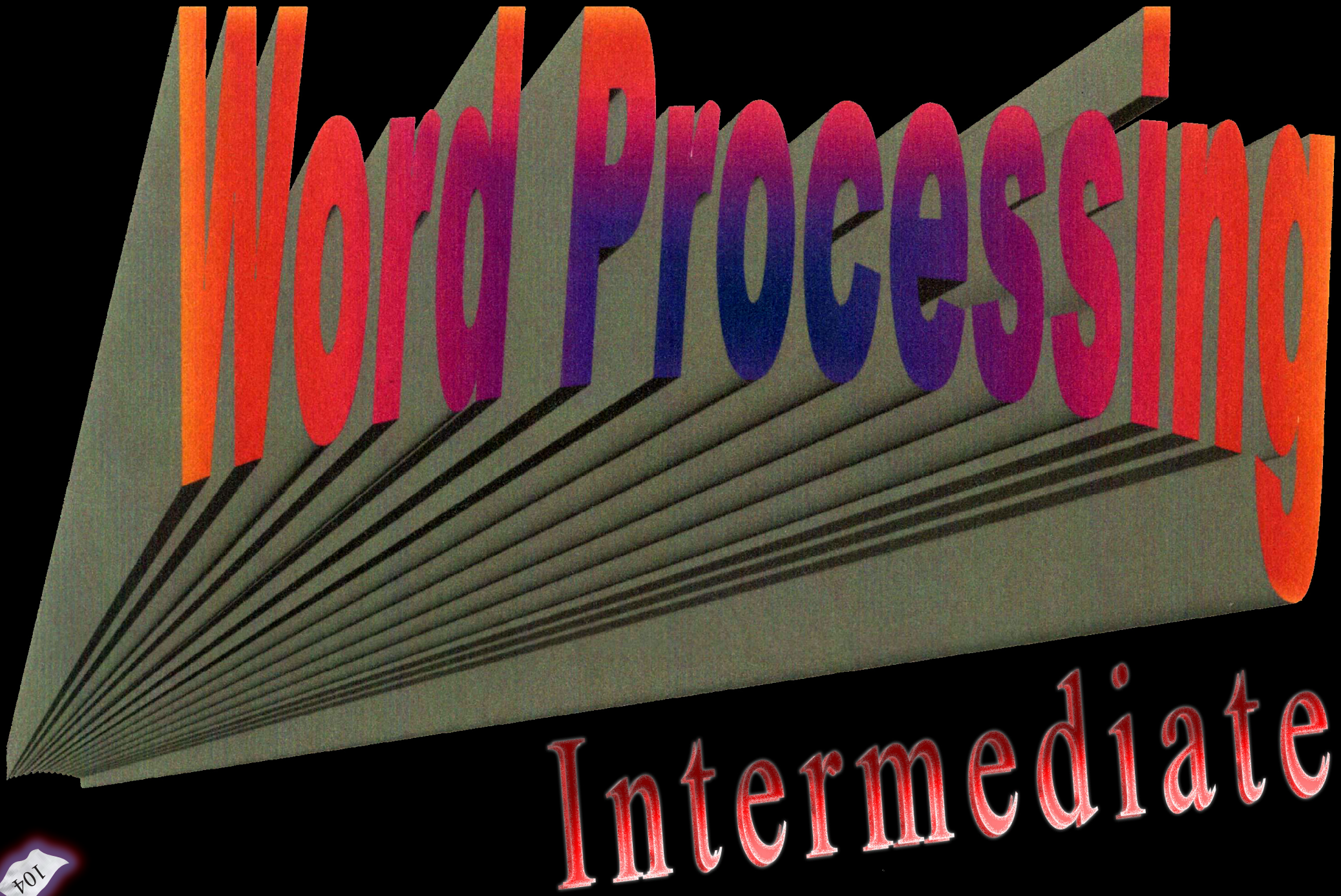
Rainbows appear when the sun comes out whilst it is raining. The light from the sun is known as white light. White light is actually made up of all the possible colours you can think of. Raindrops split the white light into the colours that are seen in the arch of a rainbow. Seven main colours can be identified.

You can demonstrate the formation of which from the seven main colours. Paint the colours, red, orange, yellow, green, blue, indigo and violet, in segments on a cardboard circle. Stick a pin through the centre to make a spinner. When spinning the colours will recombine and look white.

Start Time: 11.55

Finish Time: 12.04

Excellent
Accurate work


Word Processing
Intermediate
104

FOOD TECHNOLOGY – POLICY DEVELOPMENT TRAINING

We have recently been awarded the contract for Health & Safety training in schools and courses are now beginning on the new "Practice in Classrooms Policy" which will be adopted throughout the country.

Following our recent meeting with officials from the Department for Education and Employment, a list of guidelines has been prepared which will be integrated into our sessions:

- ***Don't run in the class***
- ***Wear your apron at all times***
- ***Make sure long hair is tied back and lose clothing is tucked in***
- ***Make sure you always listen***
- ***Always keep sharp blades pointing away from yourself and towards a solid surface***
- ***Always keep pot and pan handles pointed towards the back wall***
- ***Do not move around the room unnecessarily***
- ***Ensure you know how to use an appliance properly before operation***

Thorough training needs have been identified around risk management and the items listed will form the basis of student safety guidelines. These will be central to the success of this project and it is envisaged that a full programme including teaching staff and support assistants, involved, in the Food Technology arena will come on board the training programme early next month.

During training an underpinning ethos and emphasis will be placed on the following two statements.

- ***Who is responsible for your safety and the safety of others?***
- ***How can you help keep yourself safe and keep others safe also?***

A range of incentives are being offered, with the expected outcome being full Institution of Occupational Safety and Health certification for at least one full time teacher within the department of each educational organisation.

Andrew Stretton 25 September 2006

WP_ADV_Assign.2_FoodTechnology_Tracked_PRINTOUT_1.doc

Well done for using the tracking facility successfully.

105

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Audit Committee Report

The Audit Committee will meet two weeks on Tuesday to discuss the annual accounts. This year they will be scrutinising training fees paid, and total revenue for the company.

Below you will see a summary of training sales for the year, listed by department, our auditors have verified these and there are no outstanding queries. You will be asked for your approval at the next board meeting.

Training Sales Figures as Audited at 4 October 2006						
Course	**No**		**Fee**	**Net**	**Tax**	**Gross**
Challenging Teenage Behaviour	45	x	330.00	14,850	2,598.75	17,448.75
Understanding Teenage Behaviour	72	x	180.00	12,960	2,268.00	15,228.00
Working with today's Youth	57	x	220.00	12,540	2,194.50	14,734.50
Dealing with exclusion	98	x	350.00	34,300	6,002.50	40,302.50
Giving Youth a voice	42	x	180.00	7,560	1,323.00	8,883.00
TOTAL REVENUE				82,210	14,386.75	96,596.75

Lovely formatting well done!

Mr Gary Carter
22 Blackheath Road
Blackheath
London
SE7 9TH

Ms Lisa Plack
21 New Gate Hill
Abbey Wood
London
SE2 9TH

Mr Gary Edwards
90 The Wall
Blackheath
London
SE7 9HI

Pullman plc

Barrington Park
Upper Causeway
Oxon
OX21 4PH

Tel: 01637 224475 Fax: 01637 224476
www.pullmanplc.co.uk
enquiries @pullmanplc.co.uk

16 March 2006

«Title» «First_Name» «Last_Name»
«Address_Line_1»
«Address_Line_2»
«Town»
«Postcode»

Dear «Title» «Last_Name»

We are delighted to announce the launch of a new model range next month and will be holding open days in all our showrooms. As well as test drives there will be a film showing the manufacturing process and the tough testing that takes place. We have organised entertainment for the children and refreshments will be available throughout the day.

As a very valued customer we would like to invite you to drop in at any time on 24 June between 10 am and 5 pm at the «Exhibition» showroom. Do please join us. We look forward to seeing you.

Yours sincerely

Andrew Stretton
Sales Manager

Your skills are evidence in all your printouts and have the abilities to advanced to level 3.

Pullman plc

Barrington Park
Upper Causeway
Oxon
OX21 4PH

Tel: 01637 224475 Fax: 01637 224476
www.pullmanplc.co.uk
enquiries @pullmanplc.co.uk

16 March 2006

Mr Gary Carter
22 Blackheath Road
Blackheath
London
SE7 9TH

Dear Mr Carter

We are delighted to announce the launch of a new model range next month and will be holding open days in all our showrooms. As well as test drives there will be a film showing the manufacturing process and the tough testing that takes place. We have organised entertainment for the children and refreshments will be available throughout the day.

As a very valued customer we would like to invite you to drop in at any time on 24 June between 10 am and 5 pm at the Abbey Wood showroom. Do please join us. We look forward to seeing you.

Yours sincerely

Andrew Stretton
Sales Manager



Dave Cooper,
Sales

Bjoun Nilsson,
Personnel

Jean May,
Sales

Pete Green,
Accounts

Ali London,
Marketing

Pam Clements,
Accounts

Bob Johns,
Marketing

Doug Richards,
Sales



MEMO

To: «Name» «Department»
From: Andrew Stretton
Date: 16 March 2006
Subject: «Training_Course»

I confirm your place on the above course, which will be held on «Date» starting promptly at «Time» in the training room. If you are unable to attend, please let me know immediately.

MEMO

To: Dave Cooper, Sales
From: Andrew Stretton
Date: 16 March 2006
Subject: Advanced Word

I confirm your place on the above course, which will be held on 12 June starting promptly at 9.30 am in the training room. If you are unable to attend, please let me know immediately.



Pullman plc

Barrington Park
Upper Causeway
Oxon
OX21 4PH

Tel: 01637 224475 Fax: 01637 224476
www.pullmanplc.co.uk
enquiries@pullmanplc.co.uk

FAX

To
Fax No
From
Date 16 March 2006
Subject
No of pages including cover sheet

MESSAGE



Pullman plc

Barrington Park
Upper Causeway
Oxon
OX21 4PH

Tel: 01637 224475 Fax: 01637 224476
www.pullmanplc.co.uk
enquiries@pullmanplc.co.uk

FAX

To	Emile Barthez
Fax No	01637 786576
From	Andrew Stretton
Date	16 March 2006
Subject	New Product Range
No of pages including cover sheet	1

MESSAGE

Just to confirm that the launch of the New Product Range will go ahead as planed on the 10th of next month. Could you please let me know how many colleagues will be attending?



Pullman plc

Barrington Park
Upper Causeway
Oxon
OX21 4PH

Tel: 01637 224475 Fax: 01637 224476
www.pullmanplc.co.uk
enquiries @pullmanplc.co.uk

17 March 2006

INVOICE

VAT Registration no 123/6789

To:

Monic Mobiles
Lower Causeway
Oxon
OX22 7QT

Invoice no	Despatch Date	Your order no
6675	14/3/06	MM349

Item	Code	Quantity	Price	Total Price
Galaxy Handset	GH1	12	£44.95	£539.40
Venus Handset	VH5	10	£53.75	£537.50
			Sub Total	£1,076.90
			Delivery	£15.00
			VAT	£188.46
			TOTAL DUE	£1,280.36

E & OE
Terms 30 days

Andrew Stretton 16 March 2006

INFORMATION TECHNOLOGY JOURNAL

The following are the subscription rates for 1987-88 offered by Praxiteles.

Format	Subscription Rates		Hits Allowance*
	Single Issue	Annual (4 Issues)	
	£	£	
Printed			
Student	4.50	16.00	-
Private	12.00	45.00	-
Library	4.00	12.00	-
Microfiche			
Library	24.00	90.00	-
On-Line			
Student	-	100.00	300
Private	-	35.00	100
Library	-	30.00	100

* *Excess hits charged at 10p each.*

Pullman plc.

Memo

To: Sinead O'Malley

From: Andrew Stretton

CC: Jonah Pullman

Date: March 17, 2006

Re: Sales Meeting

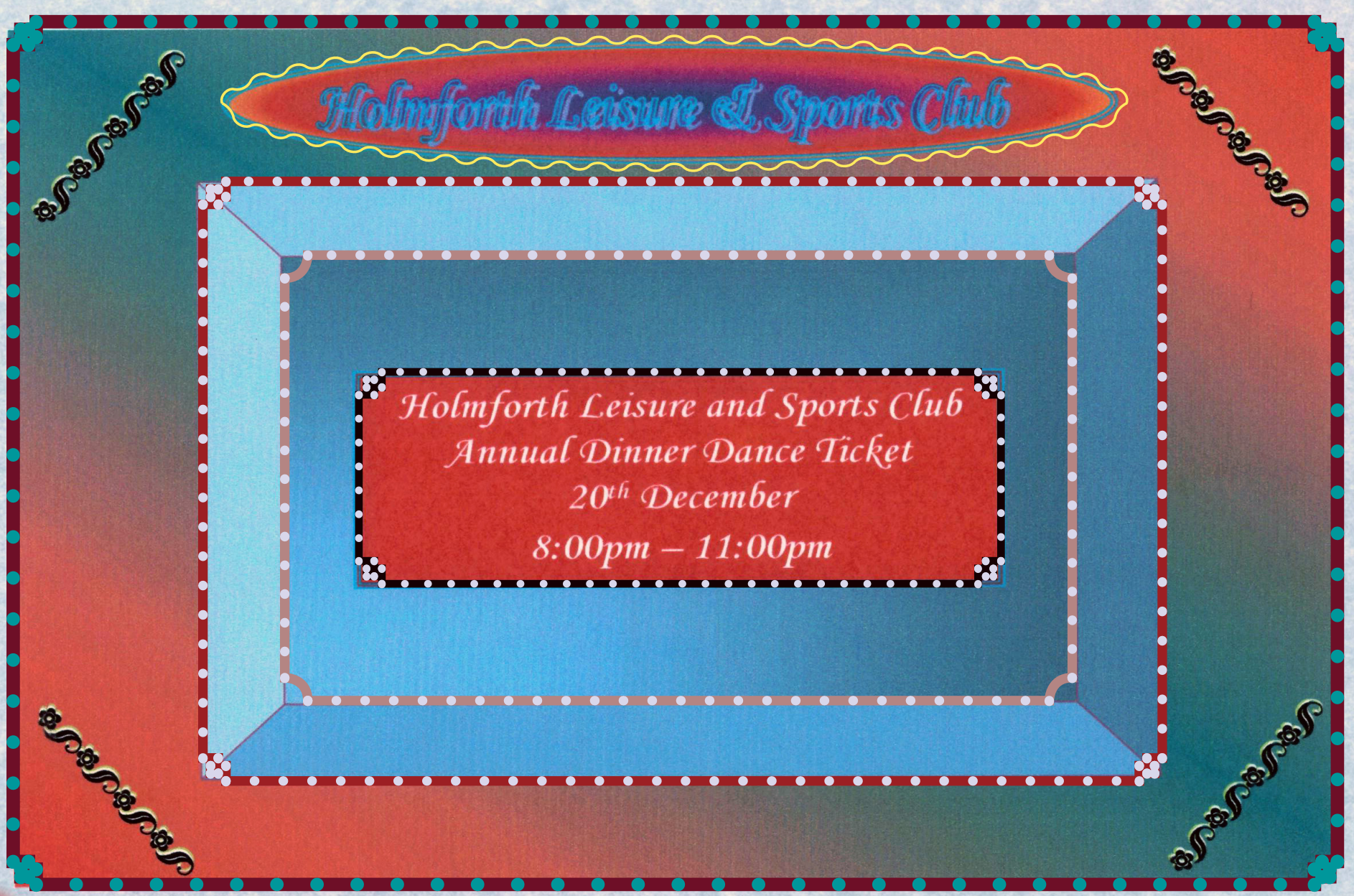
The next Sales Meeting will take place on 6th December and all Regional Sales Managers will be attending together with Area Managers. The marketing strategy for the next six months will be announced at this meeting and it would be very useful if you could come along with your team to present your part in these plans. Please let me know as soon as possible how many people you are likely to bring with you.

you have a high standard of work Andy.
excellent.

Andrew Stretton

17 March 2006

117


Holmforth Leisure & Sports Club
Holmforth Leisure and Sports Club
Annual Dinner Dance Ticket
20th December
8:00pm – 11:00pm


Database
Intermediate

QUERIES TEST – DATABASE – LEVEL 2

When setting up queries how would you type in the following?

Q 1.	More than 2	**A 1.**	>2
Q 2.	5 or more	**A 2.**	>=5
Q 3.	Not London	**A 3.**	<>London
Q 4.	Equal to	**A 4.**	=
Q 5.	All names beginning with S	**A 5.**	S*
Q 6.	All names ending in th	**A 6.**	*th
Q 7.	All dates in December 2004	**A 7.**	*/12/2004
Q 8.	After the 10 February 2004	**A 8.**	>10/02/04
Q 9.	Less than 12	**A 9.**	<12
Q 10.	10 or less	**A 10.**	<=10
Q 11.	Not London, Leeds or Liverpool	**A 11.**	<>London And <>Leeds And <>Liverpool

12. On what row would you enter the above?

The criteria row.

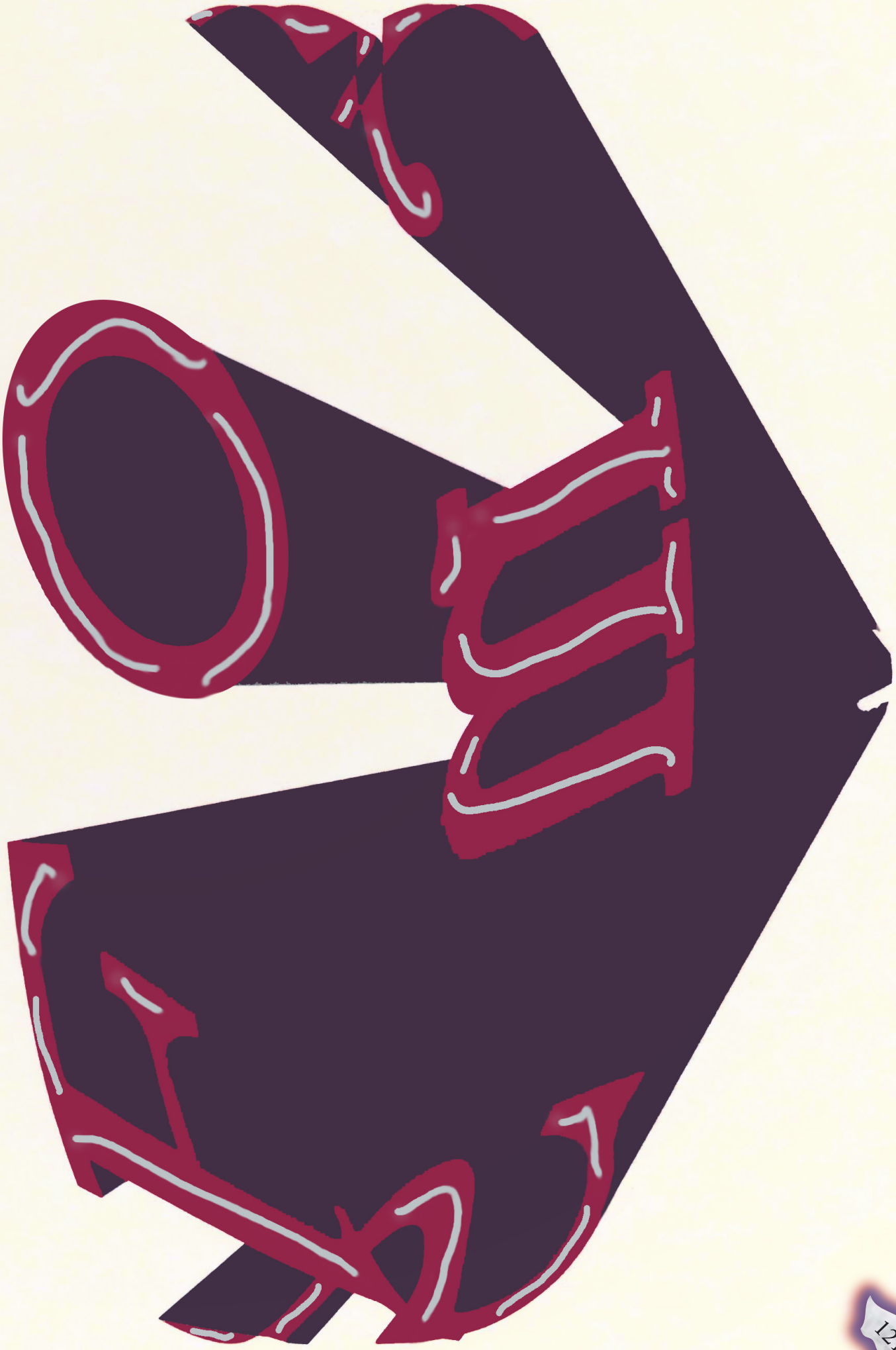
13. On what row would you use the menu ascending/descending?

The sort row.

14. On what row do you select whether a field should be displayed or not?

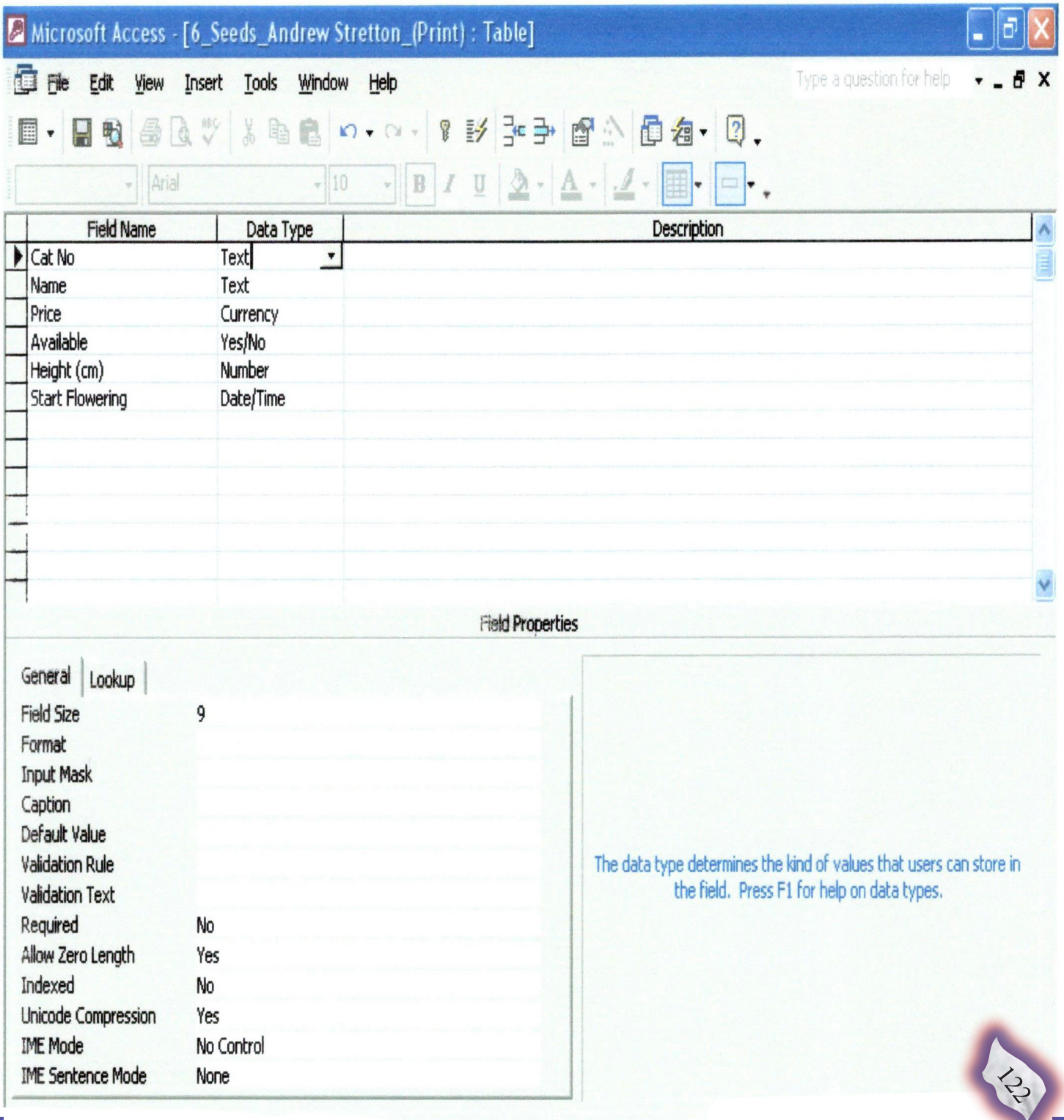
The show row.

excellent andy



SEEDS DATABASE DESIGN

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
Cat No	Text	9
Name	Text	19
Price	Currency	2 Decimal Places
Available	Yes/No	
Height (cm)	Number	Single or Double
Start Flowering	Date/Time	Short Date



Cat No:	Name:	Price:	Available	Height (cm):	Start Flowering:
AX0293	Alyssum	£1.39	☑	60	01/06/2003
AX0298	Snapdragon Delice	£2.15	☐	30	01/06/2003
AX0299	Snapdragon Hobbit	£2.59	☑	20	01/06/2003
AX0320	Aquilegia Winky	£3.09	☑	40	01/05/2003
AX0321	Aquilegia Peticoats	£2.15	☑	90	01/05/2003
AX0335	Aster Blue Majic	£1.09	☑	80	01/07/2003
AX0297	Snapdragon Kim	£2.15	☐	30	01/06/2003
AX0321	Dahlias	£1.35	☑	20	01/07/2003
AX0361	Lupin Lulu Mixed	£1.85	☐	60	01/06/2003
AX0369	Asta Pink Fizz	£1.55	☑	50	01/05/2003

Cat No AX0293

Start Flowering: 01/06/2003

Name: Alyssum

☑ Available

Height (cm): 60

Price: £1.39

6_ frm_Courses_Andrew Stretton 19/04/2006

Course Code:	Course Name	Site	Sessions	Start Date	Price	Evening
C211	Starting MS Word	Hilltop Centre	11	25-Sep-02	£52.00	☑
C211a	Starting MS Word	Riverside	10	24-Sep-02	£52.00	☑
C212	Starting MS Excel	Hilltop Centre	11	23-Sep-02	£57.00	☐
C213	Starting Publisher	Riverside	10	23-Sep-02	£62.00	☑
C216	Starting MS Access	Riverside	11	23-Sep-02	£57.00	☑
C219	Introducing the Internet	Hilltop Centre	12	25-Sep-02	£52.00	☑
C411	MS Word at Work	Riverside	12	11-Sep-02	£70.00	☑
C412	MS Excel at Work	Riverside	5	12-Sep-02	£80.00	☑
C416	MS Access at Work	Riverside	20	11-Sep-02	£75.00	☑
C419	Creating a web page	Riverside	12	26-Sep-02	£67.00	☑
C611	MS Word Expert	Riverside	4	11-Oct-02	£82.00	☐
C612	MS Excel Expert	Riverside	4	02-Oct-02	£82.00	☐
C616	MS Access Expert	Riverside	4	15-Oct-02	£87.00	☑

Page 1

Course Code C211

Course Name Starting MS Word

Site Hilltop Centre

Sessions 11

Start Date 25-Sep-02

Price £52.00

☑ Evening





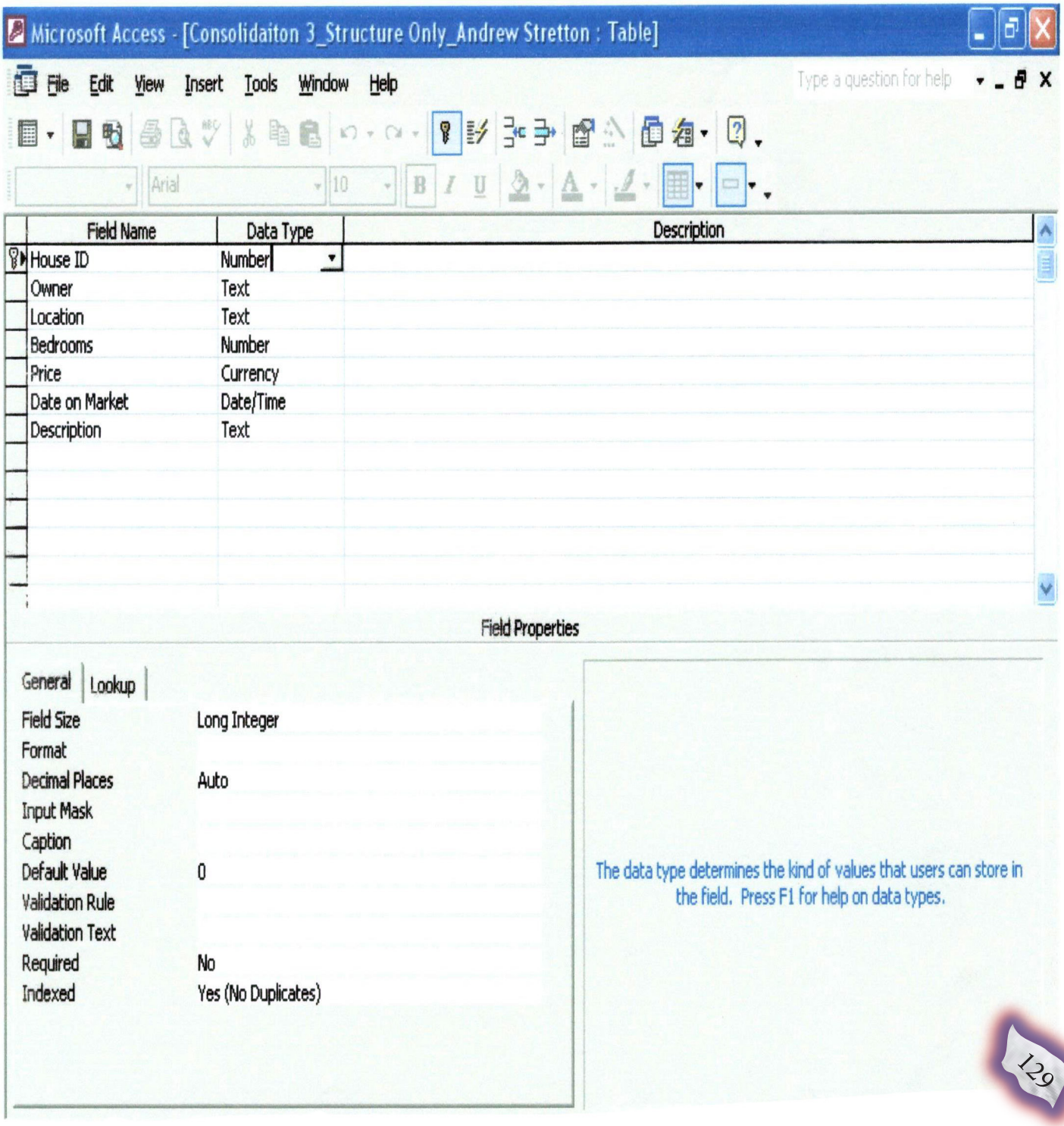
COMPUTER COURSES

Site	Course name	Course Code	Sessions	Start date:	Price	Evening
Community Centre						
	Introducing the Internet	C219	12	25-Sep-02	£50.00	☐
	Starting MS Excel	C212	11	23-Sep-02	£55.00	☐
	Starting MS Word	C211	11	25-Sep-02	£50.00	☐
No. of Courses	3	No. of Sessions	3	Totals	£155.00	
Hilltop Centre						
	Introducing the Internet	C219z	12	25-Sep-02	£52.00	☑
	Starting MS Excel	C212z	11	23-Sep-02	£57.00	☑
	Starting MS Word	C211z	11	25-Sep-02	£52.00	☐
No. of Courses	3	No. of Sessions	3	Totals	£161.00	
Riverside						
	Creating a web page	C419z	12	25-Sep-02	£65.00	☑
	Creating a web page	C419	12	26-Sep-02	£67.00	☐
	MS Access at Work	C416	20	11-Sep-02	£75.00	☐
	MS Access at Work	C416z	20	11-Sep-02	£75.00	☑
	MS Access Expert	C616	4	15-Oct-02	£85.00	☐
	MS Access Expert	C616z	4	15-Oct-02	£87.00	☑
	MS Excel at Work	C412	5	12-Sep-02	£80.00	☐
	MS Excel Expert	C612	4	02-Oct-02	£82.00	☐
	MS Excel Expert	C612z	4	02-Oct-02	£80.00	☑
	MS Word at Work	C411	12	11-Sep-02	£70.00	☐
	MS Word at Work	C411z	20	11-Sep-02	£70.00	☑
	MS Word Expert	C611	4	11-Oct-02	£82.00	☐
	MS Word Expert	C611z	4	11-Oct-02	£80.00	☑
	Starting MS Access	C216	11	23-Sep-02	£55.00	☐
	Starting MS Access	C216z	11	23-Sep-02	£57.00	☑
	Starting MS Word	C211a	10	24-Sep-02	£50.00	☑
	Starting MS Word	C211a	10	24-Sep-02	£52.00	☑
	Starting Publisher	C213	10	23-Sep-02	£62.00	☐
	Starting Publisher	C213z	10	23-Sep-02	£60.00	☑
No. of Courses	19	No. of Sessions	19	Totals	£1,334.00	
Grand Total	25	Grand Total	25	Grand Total	£1,650.00	

CONSOLIDATION 3 - HOUSES DATABASE DESIGN

Primary Key Field

FIELD NAME	DATA TYPE	FIELD SIZE/FORMAT
House ID	Number	Long Integer or Integer
Owner	Text	11
Location	Text	10
Bedrooms	Number	Long Integer or Integer
Price	Currency	2 Decimal Places
Data on market	Data/Time	Short Date
Description	Text	22



Consolidation_Houses_Andrew Stretton 01/05/2006

House ID	Owner	Location	Bedrooms	Price	Date on Market	Description
2002	Chadworth	Renford	3	£149,995.00	06/02/2003	det, garage, garden
2003	Debney	Renford	4	£169,995.00	07/02/2003	det, garden, garage
2006	Lipton	Renford	3	£139,995.00	13/02/2003	det, garage, garden
3001	Drew	Tadfield	4	£138,995.00	15/01/2003	det, garage, garden
3002	Shah	Tadfield	4	£137,995.00	21/01/2003	det, garage, garden
3004	Prentice	Tadmouth	2	£109,995.00	11/02/2003	det, garage, garden
3005	Tang	Tadfield	3	£119,995.00	13/02/2003	semi, garage, garden
3006	Thompson	Tadmouth	3	£119,995.00	13/02/2003	semi, garden, garage

Hodgkins Estate Agents



House ID 2002

Owner Chadworth

Location Renford

Bedrooms 3

Price £149,995.00

Date on Market 06/02/2003

Description det, garage, garden

☐ **Sold**



TOTALS FROM SALES OF HOUSES

Location	Date on Market	House ID	Owner	Bedrooms	Price	Description	Sold
Renford							
	06/02/2003	2002	Chadworth	3	£149,995.00	det, garage, garden	■
	07/02/2003	2003	Debney	4	£169,995.00	det, garden, garage	■
	13/02/2003	2006	Lipton	3	£139,995.00	det, garage, garden	■
				Total	£459,985.00		
Tadfield							
	15/01/2003	3001	Drew	4	£138,995.00	det, garage, garden	■
	21/01/2003	3002	Shah	4	£137,995.00	det, garage, garden	■
	13/02/2003	3005	Tang	3	£119,995.00	semi, garage, garden	■
				Total	£396,985.00		
Tadmouth							
	11/02/2003	3004	Prentice	2	£109,995.00	det, garage, garden	■
	13/02/2003	3006	Thompson	3	£119,995.00	semi, garden, garage	■
				Total	£229,990.00		
				Grand Total	£1,086,960.00		

Hodgkins Estate Agents

3-Bed Houses with Garage

House ID	Location	Price	Description
2002	Renford	£149,995	det, garage, garden
2003	Renford	£169,995	det, garden, garage
2006	Renford	£139,995	det, garage, garden
3001	Tadfield	£138,995	det, garage, garden
3002	Tadfield	£137,995	det, garage, garden
3004	Tadmouth	£109,995	det, garage, garden
3005	Tadfield	£119,995	semi, garage, garden
3006	Tadmouth	£119,995	semi, garden, garage

Total House 8 **Total Price** £1,086,960

Telephone Message

02 May 2006

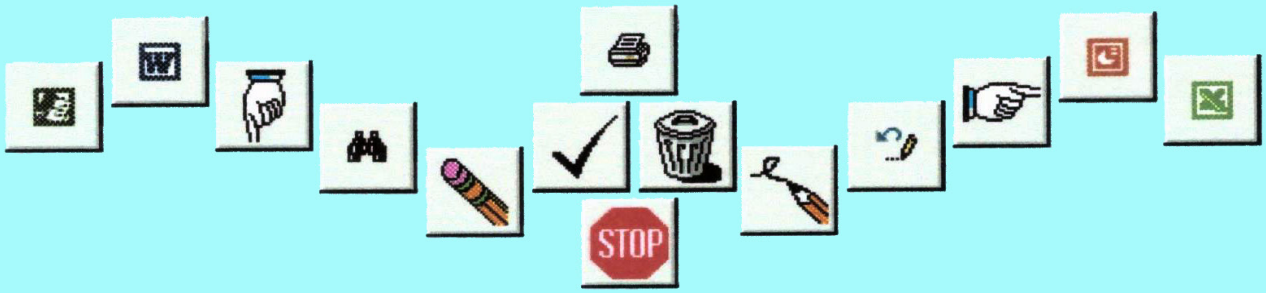
TIME: 09:00 AM

TO: Manager

CALLER:

AREA:

COMPANY:



NO/EXT/FAX:

E-MAIL:

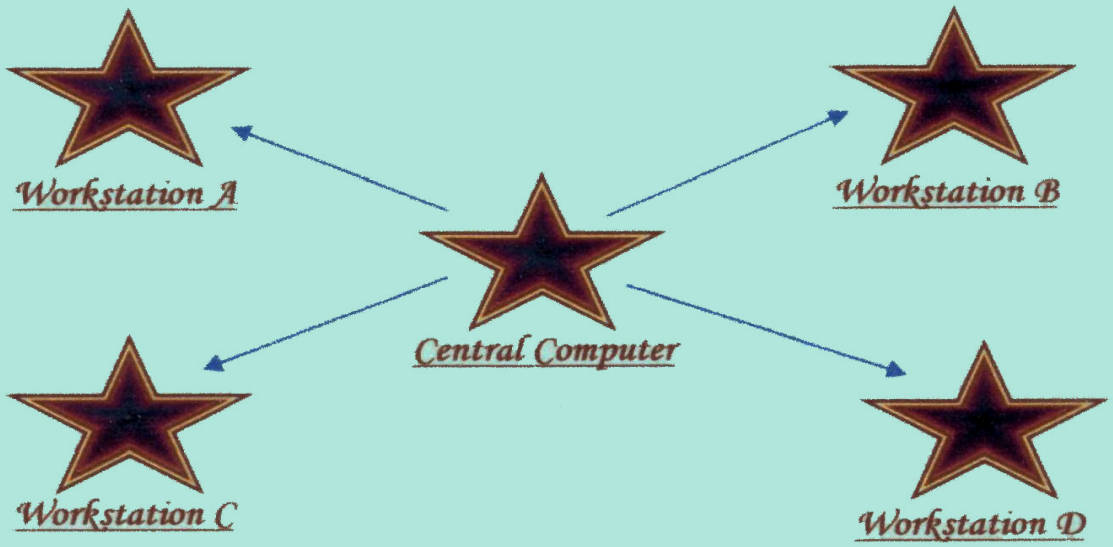
VERY IMPORTANT ☐ IMPORTANT ☐ CASUAL ☐

MESSAGE

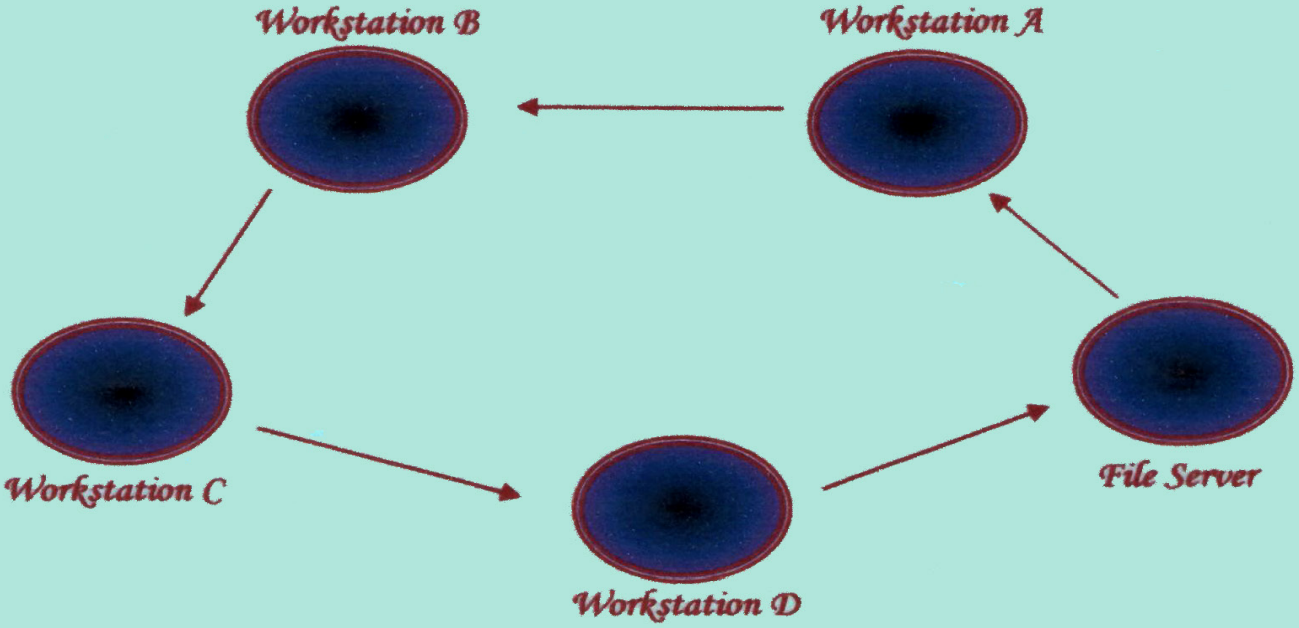

IT Principles
Intermediate
135

Networks

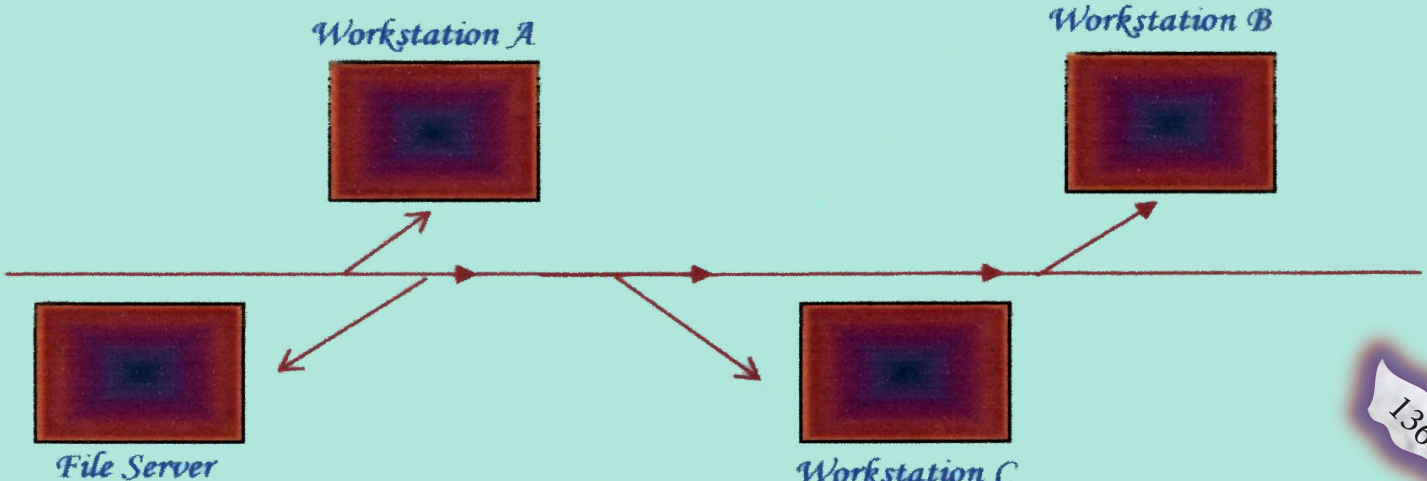
Star Network



Ring Network



Line Network



Level 2 IT Principles - Images

Your score is: 100%.

Show questions one by one

1. A projection device is:

   A. :-) a display projected onto a large screen from the computer

   B. ? specialist software

   C. ? a digital computer

   D. ? a graphic

---

2. You could design a presentation in:

   A. ? DTP

   B. ? spreadsheets

   C. ? database

   D. :-) PowerPoint

---

3. CAD stands for:

   A. ? Computer Application Design

   B. ? Computer-aided devices

   C. :-) Computer-aided design

   D. ? Compact Aided Designs

Level 2 IT Principles - Images

4. A Graphics tablet is something used by:

   A. ? Film Directors

   B. ? Photographers

   C. ? Financial experts

   D. :-) Designers

---

5. The graphics tablet has a stylus attached to it; a stylus is a:

   A. :-) pen

   B. ? pencil

   C. ? mouse

   D. ? projector

---

6. A digital camera works by capturing images on a:

   A. ? film

   B. :-) image sensor

   C. ? graphics tablet

   D. ? slide

Level 2 IT Principles - Images

7. Digital images are made up of:

A. [?] colours

B. [?] solid lines

C. [?] lines & shapes

D. [:-)] pixels

---

8. The amount of RAM the digital camera contains determines the potential:

A. [?] number of pictures you can print

B. [:-)] number of images that can be stored

---

9. Most digital cameras have a standard feature to frame the image prior to capturing it this is called an:

A. [?] LLD display

B. [?] LPD display

C. [?] LDD display

D. [:-)] LCD display

---

10. Bitmaps are made up of:

A. [?] a series of lines

B. [:-)] a series of dots

C. [?] a series of triangles

Section 2 Using Software

Your score is: 100%.

Show questions one by one

1. AutoCorrect is used to.....

   A. ? Check spelling & grammar

   B. ? Format text

   C. :-) Correct errors automatically as you type

   D. ? Replace a word

---

2. The Help facility in Word is available to assist you with....

   A. ? your homework

   B. ? the AutoCorrect facility

   C. ? searches for files

   D. :-) computer work

---

3. The Office Assistant is...

   A. ? someone who makes you tea

   B. ? a form in a database

   C. :-) a facility from which you can obtain help & tips

   D. ? a search engine

Section 2 Using Software

4. To display the Office Assistant you click on...

   A. :-) Help then Show the Office Assistant from the drop down menu

   B. ? Insert then Show Office Assistant

   C. ? View then Office Assistant

   D. ? Windows then Office Assistant

---

5. To change the Office Assistant...

   A. ? Sack him/her

   B. :-) Right click on the Assistant & select Choose Assistant

   C. ? Click Hide the Assistant from the Help menu

   D. ? Click Tools, Options

---

6. What is meant by the term External data source when using mail merge...

   A. :-) the file has been created in a different application

   B. ? the file is from someone elses computer

   C. ? a file that can not be opened

   D. ? the file is on a floppy disk

Section 2 Using Software

7. Integrate means...

A. [?] using one application

B. [?] you are using Word

C. [:-)] using more than one application

D. [?] using a spreadsheet

---

8. To integrate a spreadsheet into Word you would...

A. [?] Click Insert, File

B. [?] Open the Spreadsheet & click cut & paste

C. [:-)] Open the Spreadsheet & copy & paste into Word

D. [?] Click View, Spreadsheet

<= Index =>

Level 2 - IT Principles - Using Find/Replace/Go To & Restoring a file

Your score is: 100%.

Show questions one by one

1. Use Find to:

   A. ? Replace words

   B. :-) Search for words

   C. ? Delete words

---

2. Use Replace to:

   A. ? Search for words

   B. ? Delete words

   C. :-) Replace words

---

3. Use Go To when:

   A. :-) finding text

   B. ? replacing text

   C. ? deleting text

Level 2 - IT Principles - Using Find/Replace/Go To & Restoring a file

4. Which of the following gives you the option of entering page numbers?

   A. [?] Find

   B. [:-)] Go To

   C. [?] Replace

   D. [?] Edit

---

5. On the Go To tab there is a menu beneath the words 'Go to what', when would you use this menu?

   A. [:-)] When you want to move to a particular part of the file

   B. [?] When you want to move to another file

   C. [?] When you want to move to the Replace tab

---

6. Click Replace on the Replace Tab to:

   A. [?] Replace all words at the same time

   B. [:-)] Replace words one at a time

---

7. Where do you go to recover files that you have deleted from the hard drive?

   A. [?] Restore Bin

   B. [?] Recovery Bin

   C. [:-)] Recycle Bin

Level 2 - IT Principles - Using Find/Replace/Go To & Restoring a file

8. To restore a file that you have deleted from the hard drive:

A. :-) Right click on the file/folder and select Restore from the menu

B. ? Click Search on the toolbar

C. ? Click Folders on the toolbar

<= Index =>

Mock multi-choice questions for sections 2 & 4

Your score is: 93%.

Show questions one by one

1. When using the Search facility you can search for a file/folder using all but one of the following options - which is the odd one out?

   A. [?] Date

   B. [?] Type

   C. [:-)] Edit

   D. [?] Size

---

2. When using the Search facility use this box if you know the name of the file or folder you are searching for:

   A. [:-)] All or part of the file name

   B. [?] A word or phrase in the file

   C. [X] Look in

   D. [?] When was it modified

---

3. File attributes gives information on:

   A. [:-)] read-only

   B. [?] the type of file

   C. [?] the size of the file

<= Index =>

Mock multi-choice questions for sections 2 & 4

4. In the File properties box 'Created' gives information regarding:

   A. :-) the date & time the file/folder was created

   B. ? the date & time the file/folder was last opened

   C. ? the last time the file/folder was modified

---

5. To restore a file that you have deleted from the hard drive:

   A. :-) Right click on the file/folder and select Restore from the menu

   B. ? Click Search on the toolbar

   C. ? Click Folders on the toolbar

---

6. When searching for a file or folder using the 'What size is it?' option, which of the following does not form part of the menu option?

   A. ? Don't remember

   B. ? Small (less than 100 KB)

   C. :-) Tiny

   D. ? Large (more than 1 MB)

---

7. If you click the 'Search sub-folders' option when searching for a file/folder, this means:

   A. :-) Search folders within folders

   B. ? Search only main directories

   C. ? Search main folders only

<= Index =>

Mock multi-choice questions for sections 2 & 4

8. In Word use 'Find' to:

   A. [?] Replace words

   B. [:-)] Search for words

   C. [?] Delete words

---

9. A projection device is:

   A. [:-)] a display projected onto a large screen from the computer

   B. [?] specialist software

   C. [?] a digital computer

   D. [?] a graphic

---

10. File attributes gives information on:

   A. [?] The size of a file/folder

   B. [?] Type of file

   C. [:-)] How the file is used by the computer

---

11. In Word click Replace on the Replace Tab to:

   A. [?] Replace all words at the same time

   B. [:-)] Replace words one at a time

Mock multi-choice questions for sections 2 & 4

12. CAD stands for:

A. ? Computer Application Design

B. ? Computer-aided devices

C. :-) Computer-aided design

D. ? Compact Aided Designs

---

13. When using the box 'All or part of the file name' option when searching for a file you can use a question mark to:

A. ? represent the missing words from the file name

B. ? represent the file name

C. :-) represent a single character within the file name

---

14. When using the Search facility use this box if you know the drive the file or folder is saved in:

A. ? All or part of the file name

B. ? A word or phrase in the file

C. ? What size is it

D. :-) Look in

---

15. In Word on the 'Go To' tab there is a menu beneath the words 'Go to what', when would you use this menu?

A. :-) When you want to move to a particular part of the file

B. ? When you want to move to another file

C. ? When you want to move to the Replace tab

Mock multi-choice questions for sections 2 & 4

16. The amount of RAM the digital camera contains determines the potential:

A. [?] number of pictures you can print

B. [:-)] number of images that can be stored

---

17. A digital camera works by capturing images on a:

A. [?] film

B. [:-)] image sensor

C. [?] graphics tablet

D. [?] slide

---

18. In the File properties box 'Size' gives information regarding:

A. [?] the size of the file/folder

B. [X] the amount of disk space the file/folder has used

---

19. You could design a presentation in:

A. [?] DTP

B. [?] spreadsheets

C. [?] database

D. [:-)] PowerPoint

Mock multi-choice questions for sections 2 & 4

20. In Word use 'Go To' when:

A. :-) finding text

B. ? replacing text

C. ? deleting text

---

21. The graphics tablet has a stylus attached to it; a stylus is a:

A. :-) pen

B. ? pencil

C. ? mouse

D. ? projector

---

22. When using the Search facility if you don't know the exact spelling of a file when using the 'All or part of the file name' box you can use:

A. ? the enter key

B. ? a space

C. ? a joker

D. :-) a wildcard

---

23. Most digital cameras have a standard feature to frame the image prior to capturing it this is called an:

A. ? LLD display

B. ? LPD display

C. ? LDD display

D. :-) LCD display

Mock multi-choice questions for sections 2 & 4

24. A Graphics tablet is something used by:

A. ? Film Directors

B. ? Photographers

C. ? Financial experts

D. :-) Designers

---

25. The 'Search tape back up' in the Advanced Options of search files relates to files which are stored on:

A. ? the computer in My Documents

B. ? the hard drive

C. :-) removable storage media

---

26. File properties gives information on:

A. :-) Type of file

B. ? Read-only

C. ? Hidden files

D. ? archiving

---

27. Which of these is a wildcard?

A. ? &

B. :-) *

C. ? $

Mock multi-choice questions for sections 2 & 4

28. In Word use 'Replace' to:

A. ? Search for words

B. ? Delete words

C. :-) Replace words

---

29. When using the Search facility you can refine a search in the 'Type of file' menu by specifying what file type you are searching for:

A. :-) True

B. ? False

---

30. A compressed file is used to save:

A. ? time

B. :-) disk space

---

31. When using the advanced search option 'When was it modified' which of the following is not part of the menu option?

A. ? Don't remember

B. :-) in the last hour

C. ? within the last week

D. ? specify dates

Mock multi-choice questions for sections 2 & 4

32. In Word which of the following gives you the option of entering page numbers?

A. ? Find

B. :-) Go To

C. ? Replace

D. ? Edit

---

33. In the Advanced attributes box the advantage of indexing files/folders is that it enables:

A. ? compression

B. ? the file to close quicker

C. :-) faster searching.

---

34. Where do you go to recover files that you have deleted from the hard drive?

A. ? Restore Bin

B. ? Recovery Bin

C. :-) Recycle Bin

---

35. Digital images are made up of:

A. ? colours

B. ? solid lines

C. ? lines & shapes

D. :-) pixels

Mock multi-choice questions for sections 2 & 4

36. When using the Search facility which one of these is not one of the advanced searches options?

A. [X] Type of file

B. [?] Search system folders

C. [?] Case sensitive

D. [:-)] What size is it

---

37. When using the search option 'What size is it?' you can specify the size of the file you are searching for, what is this measured in?

A. [:-)] KB

B. [?] MB

C. [?] GB

D. [?] MB & KB

---

38. When using the Search facility use this box if you know some of the text contained in the file:

A. [X] Look in

B. [X] All or part of the file name

C. [:-)] A word or phrase in the file

D. [?] What size is it

---

39. Bitmaps are made up of:

A. [?] a series of lines

B. [:-)] a series of dots

<= Index =>

Mock multi-choice questions for sections 2 & 4

40. In the File properties box 'Type of file' gives information regarding:

A. [X] when the file/folder was last modified

B. [?] the size of the file/folder

C. [?] what application the file/folder is associated with

D. [:-)] what type of file/folder it is

Level 2 - Exam

Your score is: 96%.

Show questions one by one

1. Multitasking is carried out using

   A. :-) Time slices

   B. ? CD tracks

   C. ? Icon links

   D. ? Hard disk sectors

2. Which storage medium has the smallest storage capacity?

   A. ? Hard disk

   B. ? CD

   C. :-) Floppy disk

   D. ? DVD

3. The main purpose of a spreadsheet application is to

   A. ? Store and search records

   B. ? Edit graphical images

   C. ? Create documents and format text

   D. :-) Analyse and manipulate numerical data

Level 2 - Exam

4. A field in a database with a logical data type can contain

   A. ? A number

   B. ? Both true or false

   C. :-) Either true or false

   D. ? Characters

---

5. A double sided, double density floppy disk can store approximately

   A. ? 60 megabytes

   B. ? 0.7 megabytes

   C. ? 6 megabytes

   D. :-) 1.5 megabytes

---

6. Files can have an attribute of?

   A. ? Write only

   B. ? Copy only

   C. ? Delete only

   D. :-) Read only

---

7. Data confidentiality can be maintained on a network by

   A. ? Security locks on floppy disk drives

   B. :-) Restricting access rights to sensitive data

Level 2 - Exam

8. To ensure that data is not lost after a hardware or software failure, procedures must be in place

   A. ? For password checking of users

   B. ? To restrict physical access by user

   C. :-) To make regular backups of data

   D. ? To make regular archives of software

---

9. The most likely cause of data corruption on a CD is

   A. ? Fluorescent lighting

   B. ? Magnetic interference

   C. :-) Surface damage

   D. ? Room temperature

---

10. Which one of the following file types cannot be used in word processing?

   A. ? RTF

   B. :-) DLL

   C. ? TXT

   D. ? DOC

Level 2 - Exam

11. In a spreadsheet, values are located by

A. ? Table references

B. ? Row references

C. :-) Cell references

D. ? Column references

---

12. Damage to the surface of removable magnetic media can cause

A. :-) Data loss

B. ? System failure

C. ? Memory corruption

D. ? Virus infection

---

13. Repetitive strain injury (RSI) usually affects

A. ? The elbows and neck

B. ? The ankles and wrists

C. :-) The neck and wrists

D. ? The head and knees

---

14. In word processing the term overwrite means

A. ? To replace the characters with superscript

B. ? To insert characters as you type

C. :-) To replace characters as you type

D. ? To track changes

Level 2 - Exam

15. When moving away from the computer for a short period of time the user can protect data by

A. ? Defragmenting the hard drive

B. ? Attaching a screen cover

C. :-) Using a passworded screen saver

D. ? Removing the floppy drive

---

16. Eye strain can be prevented when using IT equipment by

A. :-) Taking regular breaks

B. ? Using adjustable seating

C. ? Wearing anti-glare glasses

D. ? Angling the VDU upwards

---

17. Integrated software

A. ? Makes it easy to exchange data between its parts

B. :-) Has incompatible user interfaces

C. ? Does not allow exchange of data between its parts

D. ? Has no common features between parts

---

18. Which input device could be used in place of a touch pad on a laptop computer?

A. ? Light pen

B. ? Speakers

C. :-) Trackball

Level 2 - Exam

19. Ergonomics is the relationship between

A. ? Employee and employer

B. ? The server and the computer

C. ? Applications and the user

D. :-) People and their environment

---

20. Printers attached to personal computers

A. ? Never need a connection cable

B. :-) Have drivers installed in the operating system

C. ? Do not need to be compatible with the operating system

D. ? Need a driver installed in the application

---

21. A field in a database with a long integer data type can contain

A. ? Digits and characters

B. :-) A whole number

C. ? Characters

D. ? A number with spaces

Level 2 - Exam

22. Mail merge combines a document with a data source to produce

A. [?] Multiple letters personalised to one person

B. [?] Multiple letters personalised to many people

C. [?] One letter personalised to one person

D. [:-)] One letter personalised to many people

---

23. Valid data for a field in a database that has a numeric data type is

A. [?] 349Y

B. [?] 0195

C. [:-)] 9500

D. [?] DATA

---

24. A disadvantage of a network is

A. [X] Lower costs as peripherals are shared

B. [?] E-mail communication between users

C. [X] Application software is only installed on the server

D. [:-)] Data cannot be accessed if the server fails

---

25. In order to help reduce eye strain, computer monitors should

A. [?] Have adjustment for rotation

B. [:-)] Have a high refresh rate

C. [?] Be in the VGA format

D. [?] Have a low refresh rate

Level 2 - Exam

26. A file format used to store graphical images is

A. :-) .gif

B. ? .dot

C. ? .xls

D. ? .ppt

---

27. A graphical user interface uses

A. ? Text

B. :-) Icons

C. ? Command line

D. ? A prompt

---

28. The software application that would be used to draw plans for kitchen layout is

A. ? Presentation

B. ? Word processor

C. :-) CAD

D. ? Database

---

29. A software suite is software that can be

A. ? Is tailor made (bespoke) software

B. :-) Is made up of three applications only

Level 2 - Exam

30. The TCP/IP protocol is a set of rules for

A. [?] Content of e-mail messages

B. [?] Operation of software applications

C. [:-)] Communication between computers

D. [?] Detection of viruses

---

31. The action that should be taken when a potential safety hazard is noticed is to

A. [?] Record it and continue working

B. [:-)] Report it to the appointed person

C. [?] Evacuate the immediate area

D. [?] Ignore it

---

32. Shareware is software that

A. [:-)] Requires payment after a trial

B. [?] Is always free for personal use

C. [?] Does not have a time limit

D. [?] Never requires registration

Level 2 - Exam

33. The software that allows peripherals to link to a system is?

A. [?] An e-mail programme

B. [?] A browser application

C. [X] A device driver

D. [:-)] A communications package

---

34. Repetitive strain injury (RSI) is caused by having

A. [?] Indirect lighting

B. [?] A bright monitor

C. [?] An adjustable chair

D. [:-)] Incorrect posture

---

35. Multitasking allows users to

A. [?] Share a document with another user and update it

B. [?] Run and use only one application at a time

C. [?] Execute all open applications at the same time

D. [:-)] Open several applications and switch between them

---

36. Web pages are displayed using

A. [?] A drawing package

B. [?] A word processor

C. [?] An editor

D. [:-)] A browser

Level 2 - Exam

37. A benefit of networking computers is

A. ? Higher costs incurred to share hardware

B. :-) Information can be shared

C. ? Failure of server means no access to data

D. ? Easier transmission of viruses

---

38. Encryption is a method of

A. :-) Protecting data

B. ? Deleting data

C. ? Erasing data

D. ? Copying data

---

39. When cleaning computer equipment it is necessary to follow

A. ? The cleaners advice

B. :-) Manufacturers instructions

C. ? Make sure the power is on

D. ? Use only soap and water

Level 2 - Exam

40. A company has three computers and purchases software that has a two-user license and is also protected by copyright. The company can legally install the software on

A. [?] All three computers but use only two at a time

B. [:-)] Only two of the computers

C. [X] All three computers

D. [?] Only two computers and make copies for friends