



Cambridge International Examinations
Cambridge Ordinary Level

COMMERCIAL STUDIES

7101/31

Paper 3 Text Processing

October/November 2015

2 hours

Additional Materials: A4 plain paper (9 sheets)
Cover sheet to indicate whether typewriter or word processor used

READ THESE INSTRUCTIONS FIRST

You may use either a typewriter or a word processor for this examination.

Type or write your Centre number, candidate number and name on all the work you hand in.

Answer **all** questions.

Type your answers on the separate paper provided. Start each question on a fresh sheet of A4 paper.

Insert 1 is for use with Question 3. Two copies of this Insert are enclosed.

Insert 2 is for use with Question 5(a). Two copies of this Insert are enclosed. Attempt this question **only** if you are using a **typewriter**.

DO NOT WRITE IN ANY BARCODES.

You should read through the paper before answering the questions.

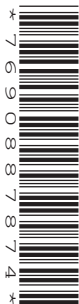
The businesses described in this question paper are entirely fictitious.

If you experience any fault with your typewriter or word processor, tell the invigilator immediately.

The typed Accuracy Test (Question 1) must be attempted first and collected at the end of ten minutes.

At the end of the examination fasten your work securely together, before placing it inside the cover sheet.

The number of marks is given in brackets [] at the end of each question or part question.



This document consists of **9** printed pages and **3** blank pages, **2** Inserts and a Cover Sheet.

BLANK PAGE

1 Accuracy Test

Produce the following passage in single line spacing.
You have **10 minutes** for this accuracy test.

[10]

HEALTH AND SAFETY OF COMPUTER OPERATORS

It is important in the office or in any work environment that correct health and safety procedures are in place to protect employees from risks and hazards that are harmful to their health and well-being.

The Health and Safety (Display Screen Equipment) Regulations 1992 were introduced to prevent injuries associated with the use of visual display units. Organisations and employers have a duty to carry out risk assessments of all workstations to make sure they meet the requirements of the legislation. Under these regulations, employers must provide eye tests and information associated with the prevention of injuries that may be caused.

Screen filters, window blinds, checking work surface heights, adjustable chairs, foot rests and document holders are just a few provisions that employers can put into place to aid the health and safety of their employees. Eyes can become strained as a result of staring at a computer for long periods which may result in headaches, migraines and eyesight deterioration. It is also important that adequate rest breaks are given in order to prevent repetitive strain injury, eyestrain and muscle fatigue.

One of the most common causes of muscular pain and discomfort for computer operators is bad posture when typing. Correct posture at workstations is essential for operators' health. Chairs must have adjustable seat height and a back that is tiltable to provide good back support.

Taking simple precautions and reading guidelines provided by employers will assist in the prevention of injuries or health problems that can occur from bad habits.

- 2 On a sheet of A4 plain paper, display the following newsletter.

Make all corrections as indicated.

[20]

Xpertise in Office Safety
Monthly Newsletter
September 2015

Bold
Caps + Centre

Xpertise in office Safety is designed to provide employers and employees with the information they need to understand the best practice and responsibilities associated with health and safety in the workplace. //

del Delivering health and safety courses continues to be a priority and we have now expanded to the north ~~west~~ of the country. We are currently taking the lead on delivering courses in office safety to schools and colleges.

underline

Customer Feedback

We are pleased to announce that feedback from customers on improvement in safety awareness in the workplace has bn very positive. As illustrated below, workplace injuries in Scented Products Ltd were dramatically reduced over the last three months. This is high recognition of the excellent training by our experts! Customer feedback can be viewed on the company intranet.

in Full

Month	Slips and trips	Lifting injuries	Equipment injuries
July	10	6	5
August	6	2	1
September	2	0	3

Headings
in
Bold

ex

On this note we shd take every opportunity to ensure that our own monthly health and safety reports are excellent in comparison to all our competitors!

underline

In-house Training

Management feel that if all our office staff were involved in practical issues of health and safety, they would be more motivated to identify and reduce them. Starting from

next week it is proposed that training in hazards in the office will be delivered to all departments on a weekly basis.

Listed below are dates and proposed short courses:

trsp	Date	Course	Departments
	8 January	Lifting techniques	Finance
	15 January	Evacuation procedures	Marketing/Sales
	22 January	Fire fighting equipment	Personnel
	29 January	Electrical equipment	Production

I will send an email tomorrow confirming the rooms/times, together with supplementary documents which I hope will consolidate the event objectives.

- 3 You have received a letter from Mr Emmanuel Khan of Safety Sure Association, 101 Hoover Lane, Sheffield, South Yorkshire SP 1CX. He has requested a timetable of health and safety courses for 2016.

Using the headed paper provided (Insert 1), compose a letter from the details below. Use today's date and the reference BR/your initials. The letter will be signed by Mrs Blessed Rusape, Course Manager. [30]

- Thank Mr Khan for his letter which was received yesterday (use correct date), expressing an interest in our health and safety courses.
- Point out that we are committed to delivering high quality training and use the best instructors.
- Say that our training products have been developed and are delivered to the highest of standards.
- Tell him that, as requested in his letter, we are enclosing a timetable of health and safety courses for 2016.
- Inform him that discounts are available for bookings for multiple delegates.
- Mention that a buffet lunch and certificates for delegates are included in the price.
- In the final paragraph say that a brochure is enclosed in which he will find full details of the courses and fees.

BLANK PAGE

- 4 Set out the following Minutes of a Meeting using A4 plain paper. Use single line spacing and number any continuation sheets. Make all corrections as indicated. [20]

CAPS

Minutes of the Health & Safety Committee held in the Viking Conference Centre on 18 September 2015 at 2.30 pm

Present

Mark Hussain, (Chairman), Health & Safety Officer
Hinda Khan, Risk Assessment Officer
Stella Banda, First Aid Officer
Soraya Rimmer, Safety Representative
Charles Tshibola, Human Resources
Daniel Beck, Minutes Secretary

Apologies for absence

Apologies were received from Harry Deluce and Sandrine Lukusa.

Minutes of the previous meeting

h The minutes of the ^{previous} meeting were proposed by MH and seconded by SB as being a true record of the proceedings.

Matters arising

COSHH training for technicians has bn arranged for Friday, 2 October 2015. Details of this training will be posted in the next few days.

Fire evacuation

of An ~~up~~ unplanned evacuation took place on Monday, 14 September. Minor issues were identified. Some members of staff were slow/relevant to evacuate the building and a member of staff attempted to leave the car park. // SR suggested a car park marshall be appointed.

First aid

SB confirmed all departments shd be issued with

of new first aid kits. It was agreed that ~~a~~ first aid signs would be posted on the relevant office doors.

Following the updated list of first aiders received from Human Resources, posters are now located by the lifts on each floor of the building.

Any other business

Nothing to report.

Date and time of next meeting

To be arranged.

M Hussain

Circulation

Those present at the meeting

H Deluce

S Lukusa



Do not sign
the minutes

5 (a) FOR COMPLETION BY USERS OF TYPEWRITERS ONLY.

Use Insert 2 for this task.

If you are using a word processor go to Question 5(b).

[20]

Injured person : Gilbert Ninga

Date of birth : 27 April 1984

Home address : 10 Rowland Avenue
Birmingham B19 7CZ

Job title : Admin Assistant

Department : Legal Services

Date of Accident : 25 September 2015 Time 1.40 pm

Where accident happened : Reception area

How did accident occur : Gilbert tripped on a piece of torn carpet.

Details of Injury : Twisted ankle and cut above his left eye

Witness : Hina Arshad 3 High Road, Walsall
WS9 0PH

Reported by : Djamilla Ali

Accident was recorded in the Accident Book

DO NOT SIGN OR DATE THE FORM

Please complete all sections
of the attached accident report form

5 (b) FOR COMPLETION BY WORD PROCESSOR OPERATORS ONLY.

Set out the following table using A4 plain paper. Rule as indicated.

[20]

Courses in double line spacing

Health and Safety Courses

Timetable of Courses - 2016

Bold Caps

Name of Course*	Location	Date
Accident investigation - common accidents at work	Birmingham	25 January
Manual handling techniques	Leeds	12 February
Risk assessment training	Manchester	11 March
Fire safety training	Liverpool	15 April
First aid at work	Liverpool	22 April
First aid refresher	Manchester	18 March
Identify, assess and control health and safety risks	Leeds	19 Feb May
Hazards in the office**	Birmingham	17-18 June
Core Health/Safety skills	Manchester	7 August

del

* discounts available for multiple delegates

** two day event

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