

Level 1 and 2 Certificate in English for Office Skills (8960)

Qualification handbook for centres

www.cityandguilds.com
January 2010
Version 1.0



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Qualification title	Number	QAN
Level 1 Certificate in English for Office Skills	8960-11	
Level 2 Certificate in English for Office Skills	8960-12	

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Skills for a brighter future



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1 English for Office Skills

This document contains the information that centres need to offer the following qualification:

Qualification title and level	City & Guilds qualification number
Level 1 Certificate in English for Office Skills	8960-11
Level 2 Certificate in English for Office Skills	8960-12

Overview

The City & Guilds English for Office Skills examinations are designed to meet the needs of organisations which value the accurate use of written English in their transactions. Typical candidates for these assessments are clerical or secretarial staff who may not have to draft original documents, but are certainly expected to prepare final drafts, or prepare documents for publication. The principal skills tested are linguistic accuracy (spelling, syntax, vocabulary and punctuation), comprehension (listening and reading) and proofreading.

As with English for Business Communications (8959), assessment is undertaken mainly through practical tasks based on realistic documents. Because spelling is one of the principal skills tested, in English for Office Skills examinations, the use of dictionaries is not allowed in these examinations.

2 Qualification structure

Assessment

To be awarded a Pass, candidates must achieve a total of 60 marks (60%). A First Class Pass will be awarded to candidates achieving 75% or more.

Section	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
Section A	Unit 1	Spelling	Mandatory	20%	N/A
Section A	Unit 2	Listening Comprehension	Mandatory	10%	N/A
Section B	Unit 8	Proofreading	Mandatory	15%	N/A
Section B	Unit 3	Reading Comprehension	Mandatory	10%	N/A
Section B	Unit 4	Syntax	Mandatory	20%	N/A
Section B	Unit 5	Vocabulary	Mandatory	10%	N/A
Section B	Unit 6	Punctuation	Mandatory	15%	N/A
Section B	Unit 7	Proofreading (A)	Mandatory	5%	N/A

LEVEL 1

Section	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
Section A	Unit 1	Spelling	Mandatory	20%	N/A
Section A	Unit 2	Listening Comprehension	Mandatory	10%	N/A
Section B	Unit 3	Reading Comprehension	Mandatory	10%	N/A
Section B	Unit 4	Syntax	Mandatory	15%	N/A
Section B	Unit 5	Vocabulary	Mandatory	10%	N/A
Section B	Unit 6	Punctuation	Mandatory	10%	N/A
Section B	Unit 7	Proofreading (A)	Mandatory	10%	N/A
Section B	Unit 8	Proofreading (B)	Mandatory	15%	N/A

LEVEL 2

Section	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
Section A	Unit 1	Spelling	Mandatory	20%	N/A
Section A	Unit 2	Listening Comprehension	Mandatory	10%	N/A
Section B	Unit 3	Reading Comprehension	Mandatory	10%	N/A
Section B	Unit 4	Syntax	Mandatory	20%	N/A
Section B	Unit 5	Vocabulary	Mandatory	10%	N/A
Section B	Unit 6	Punctuation	Mandatory	15%	N/A
Section B	Unit 7	Proofreading (A)	Mandatory	5%	N/A
Section B	Unit 8	Proofreading (B)	Mandatory	10%	N/A

3 Course design and delivery

Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability.

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

Qualification support materials

City & Guilds also provides the following publications and resources specifically for these qualifications:

Description

Sample test papers

How to access

www.cityandguilds.com/IEQ

Promotional materials

www.cityandguilds.com/IEQ

4 English for Office Skills – Level 1

4.1 Aims and Objectives

Aim

The aim of the examination is to measure the candidate's accuracy in the use and transcription of English at an elementary level, and the ability to perform simple office-related tasks in accordance with spoken and written instructions.

Target Population

The examination is suitable for candidates whose first language is English or for speakers of other languages who wish to acquire certification for their accuracy in English usage. Candidates may include people working in or studying for the following occupational areas:

- text and document production (e.g. secretaries, typists and typesetters)
- office administration
- proofreading
- sub-editing.

Objectives

Candidates should be able to demonstrate the following:

Listening

- spell difficult words in a given context
- transfer a spoken message into written form.

Reading

- demonstrate an understanding of a written passage
- identify and correct grammatical errors in a written text
- proofread documents, with and without access to the original.

Writing

- distinguish correct word forms for a given context
- provide appropriate punctuation to a given text.

4 English for Office Skills – Level 1

4.2 The examination paper structure – Level 1

The English for Office Skills Level 1 examination consists of a 1 hour written examination divided into 2 sections:

Section A – Dictated Spelling and Listening Comprehension.

Section B – Reading Comprehension, Vocabulary, Grammar, Punctuation and Proofreading.

SECTION A – 15 minutes

1 Spelling (20%)

20 sentences are read aloud. One word from each sentence is repeated. The candidate must spell the repeated word. The context of the sentences relates to the office or business environment.

2 Listening Comprehension (10%)

A short, simple message is read aloud twice. The candidate should use the information from the message to complete a form or to communicate a message to a third person. The language used in the message is that of natural spoken English.

SECTION B – 45 minutes

3 Reading Comprehension (10%)

The candidate studies a written passage taken from a newspaper or magazine article. He or she must then complete sentences which are based on information in the passage.

4 Syntax (15%)

The candidate studies 15 sentences, each of which contains 1 error of grammar or syntax. The candidate must identify and correct each error.

5 Vocabulary (10%)

The candidate studies 10 sentences, each of which contains a word whose spelling is easily confused with another. Two alternative words are given, and the candidate must select the most appropriate word for the context.

6 Punctuation (10%)

The candidate reads a short passage from which punctuation and capitalization have been omitted. The passage must be re-written correctly. Colons and semi-colons are not tested in the Level 1 examination.

7 Proofreading (A) (10%)

The candidate compares 2 short tables of figures and the text and identifies 10 errors in the second table. Errors need not be corrected.

8 Proofreading (B) (15%)

The candidate proofreads a business letter, memorandum or other communication prior to despatch. The document contains 15 errors of typography, spelling and/or punctuation which must be identified. Errors need not be corrected.

Assessment

To be awarded a Pass, candidates must achieve a total of 60 marks (60%). A First Class Pass will be awarded to candidates achieving 75% or more.

5 English for Office Skills Level 2

5.1 Aims and Objectives

Aim

The aim of the examination is to measure the candidate's accuracy in the use and transcription of English at an intermediate level, and the ability to perform office-related tasks in accordance with spoken and written instructions.

Target Population

The examination is suitable for candidates whose first language is English or for speakers of other languages who wish to acquire certification for their accuracy in English usage. Candidates may include people working in or studying for the following occupational areas:

- text and document production (e.g. secretaries, typists and typesetters)
- office administration
- proofreading
- sub editing.

Objectives

Candidates should be able to demonstrate the following:

Listening

- spell difficult words in a given context
- transfer a spoken message into written form.

Reading

- demonstrate an understanding of a written passage
- identify and correct grammatical errors in a written text
- proofread documents, with and without access to the original.

Writing

- distinguish correct word forms for a given context
- provide appropriate punctuation to a given text.

5 English for Office Skills – Level 2

5.2 The examination paper structure – Level 2

The English for Office Skills Level 2 examination consists of a 1 hour written examination divided into 2 sections:

Section A – Dictated Spelling and Listening Comprehension tests.

Section B – Reading Comprehension, Vocabulary, Grammar, Punctuation and Proofreading.

SECTION A – 15 minutes

1 Spelling (20%)

20 sentences are read aloud. One word from each sentence is repeated. The candidate must spell the repeated word. The context of the sentences relates to the office or business environment.

2 Listening Comprehension (10%)

A short message is read aloud twice. The candidate should use the information from the message to complete a form or to communicate a message to a third person. The language used in the message is that of natural spoken English.

SECTION B – 45 minutes

3 Reading Comprehension (10%)

The candidate studies a written passage taken from a newspaper or magazine article. He or she must then complete sentences which are based on information in the passage.

4 Syntax (20%)

The candidate studies a continuous passage which contains 10 errors. The candidate must identify and correct each error.

5 Vocabulary (10%)

The candidate studies 10 sentences, each of which contains a word whose spelling is easily confused with another. Two alternative words are given, and the candidate must select the most appropriate word for the context.

6 Punctuation (15%)

The candidate reads a short passage from which punctuation and capitalization have been omitted. The passage must be re-written correctly. All punctuation may be tested at level 2.

7 Proofreading (A) (5%)

The candidate compares 2 short tables of figures and text and must identify 5 errors in the second table. Errors need not be corrected.

8 Proofreading (B) (10%)

The candidate proofreads a business letter, memorandum or other communication prior to despatch. The document contains 10 errors of typography, spelling and/or punctuation which must be identified. Errors need not be corrected.

Assessment

To be awarded a Pass, candidates must achieve a total of 60 marks (60%). A First Class Pass will be awarded to candidates achieving 75% or more.

6 Tips for Candidates and Centres

This examination is available at Levels 1 and 2 – both take 1 hour.

The aim at both levels is to measure the candidate's accuracy in the use and transcription of English and the ability to perform office related tasks in accordance with spoken and written instructions. Candidates must be able to work quickly and precisely – many candidates fail simply because they run out of time.

SPELLING

20 sentences are read aloud. One word from each sentence is repeated. The candidate must spell the repeated word. A spelling list from which the twenty words will be chosen is attached.

Preparation for Spelling Test

- Candidates need regular spelling tests (using the City and Guilds' list) in order to prepare for this part of the paper.
- It's a good idea to use the format of reading a sentence and then repeating the word when practising for the examination.
- Candidates should make sure they understand the instruction about alterations:

Alterations to Spellings

Example:

SPELLING	ALTERATION (if needed)
thirty
similar	similar
usual

LISTENING COMPREHENSION

A message is read out twice by the invigilator. Candidates then use the information given in the message to complete a form to communicate the message to a third person.

Preparation for Listening Comprehension

Candidates need lots of practice, before the examination, in taking down a variety of messages on a variety of forms, including telephone message pads, booking forms and diaries.

Tips for Listening Comprehension:

- Use the initial 10 seconds wisely – look at where different information should go on the form.
- At the first reading, make rough notes on as much as possible then identify any information missed in the 20 seconds allowed.
- At the second reading, make rough notes of any information not taken the first time.
- Fill in the information quickly and precisely in the following 2 minutes.

READING COMPREHENSION

The candidate studies a written passage from a newspaper or magazine article and then completes sentences based on the information in the passage.

Preparation for Reading Comprehension

In addition to reading and understanding suitable passages, candidates need to practise inserting words or phrases into sentences whilst ensuring the sentence remains grammatically correct. They should also avoid unnecessary repetition.

NB words may need to be inserted in the answers in a different order to that in which they appear in the passage.

Tips for Reading Comprehension

Candidates are advised to spend no more than 10 minutes on this task.

It is a good idea to read the questions first so that candidates know the information they are looking for in the passage. Check the sentence makes sense after inserting a word or phrase.

Example:

Passage

The financial services industry is preparing itself to deal with the problems which may be caused by the “millennium bug”.

What is wrong with this answer?

Firms in the ... *financial services industry* ... sector are particularly anxious about the “millennium bug”.

Example:

Answer: the word ‘industry’ is not needed.

Passage

There is still far too much talk and not enough action.

What is wrong with this answer?

There is too little ... *talk* ... and an excess of ... *action* ...

Answer: the words ‘talk’ and ‘action’ are in the wrong places. It should read:
There is too little ... *action* ... and an excess of ... *talk* ...

SYNTAX

- Candidates are asked to correct grammatical errors.
- At Level 1 there are 15 sentences with 1 error in each.
- At Level 2 there are 10 errors in a continuous passage.

Preparation for Syntax

Candidates need to learn and practise using a wide range of grammatical constructions, e.g.

- Agreement of subject and verb.
- Correct use of negatives.
- Use of pronouns.
- Correct choice of to/too/two.
- Correct choice of of/off/have.
- Correct choice of they're/their/there.
- Choosing the correct tense.
- Correct use of a/an.
- Correct choice of who/what/which/that.
- Correct use of comparatives and superlatives.

Suggested materials

Any English Grammar book should provide practice.

Reading good English newspapers and magazines can help candidates get used to reading correct English and make it easier for them to spot errors.

Tips for Syntax Exercise

Candidates should make sure they identify the error precisely. They should only write out the correction.

1. Either of them are
acceptable to me.

-----is-----

VOCABULARY

The candidate should select the correct word from a choice of two similar words and insert the correct word in the sentence.

Preparation for Vocabulary

The preparation for the vocabulary exercise is the same as that for Syntax. The vocabulary lists on pages 21, 22 and 25 should be studied carefully in advance of the examination.

Example:

She had never... *heard*... that speaker before. (heard/herd).

PUNCTUATION

The candidate is asked to write out a passage inserting the correct punctuation.

All punctuation may be tested at Level 2. Colons and semi colons are not tested at Level 1.

Preparation for Punctuation

The preparation for the punctuation exercise is the same as that for Syntax.

Tips for Punctuation Exercise

Candidates should be aware of the following:

- sentences start with capital letters
- all proper nouns (names) have capital letters. e.g. Margaret, Kowloon, The Bank of Hong Kong
- the letter 'l' on its own is always a capital
- speech marks go before and after the actual words said. e.g. She said, "I don't want to share a room"
- don't forget the final full stop
- two or more adjectives together are separated by a comma. e.g. My loyal, dedicated and highly efficient staff
- additional information (which could be bracketed) is separated from the rest of the text with commas. e.g. James, the new assistant, went home.

PROOFREADING

Section A

In the first section candidates are asked to compare 2 tables of figures and correct the errors. Candidates must identify the errors on the incorrect (second) version. Candidates should simply ring the error:

Example:

£1 234 £1 243

Candidates **must not correct** the errors.

PROOFREADING

Section B

Candidates should identify the errors (15 at level 1, 10 at Level 2) precisely by putting a ring around them. The errors will be spelling, typing, punctuation and inconsistencies (e.g. incorrect form of verb). These are all elements previously tested.

Candidates should simply ring the error:

Eg plann^oed

Candidates **must not correct** the errors.

Preparation for Proofreading

Sample papers give the best practice as the same types of errors occur in all papers.

ENGLISH FOR OFFICE SKILLS – LEVEL 1

EL-OFFN 11 – Spelling List

NB Words tested may include those listed here, and their derivatives (e.g. recommend/recommended/recommendation). Alternative American spellings are acceptable

A	Computer	G	Planning
Absence	Conscious	Government	Privilege
Accommodate	Convenient	Guarantee	Probably
Achieved	Correspondence	Guard	
Acknowledge	Criticism		R
Acquaintance		H	Receive
Acquire	D	Height	Recommend
Address	Deceive		Referred
Aggravate	Decision	I	Reference
Agreeable	Deficient	Immediately	Relieved
Amateur	Definite	Importance	
Apparent	Desirable	Independent	S
Appropriate	Despair	Instalment	Scarcely
Argument	Desperate		Seize
Attention	Disappointed	L	Secretaries
Audio	Disastrous	Liaison	Separate
Awful	Dissatisfied	Losing	Shining
		Lying	Similar
B	E		Sincerely
Bachelor	Efficient	M	Specimen
Bargain	Eighth	Maintain	Successful
Beautiful	Embarrass(ed)	Maintenance	Surprising
Beginning	Enthusiasm	Manufacture	
Believed	Equipped	Minutes	T
Breathe	Especially	Mortgage	Technical
Budgeted	Exaggerated		Transferred
Business	Excellent	N	Truly
	Exercise	Necessary	
C	Expenses	Negotiate	U
Calculation	Extremely	Noticeable	Unnecessary
Category			Usual(ly)
Certainly	F	O	
Clothes	Familiar	Occasion	V
College	Fascinate	Occurred	Valuable
Colleagues	February	Omitted	View
Coming	Foreign		
Committee	Forty	P	W
Comparative	Friend	Parliament	Wednesday
Completely		Particularly	

ENGLISH FOR OFFICE SKILLS – LEVEL 1**EL-OFFN 11 – Vocabulary List**

NB Words tested may include those listed and their derivatives (e.g. access/accessed).

accent	ascent
access	excess
accord	accordance
adapted	adopted
advice	advise
affect	effect
alternate	alternative
apologies	apologise
bare	bear
board	bored
check	cheque
cited	sited
colleague	college
complemented	complimented
confirm	conform
continually	continuously
defer	deter
device	devise
draft	draught
draw	drawer
dual	duel
eminent	imminent
ensure	insure
exact	extract
except	excerpt
extend	extent
filing	filling
forward	forwards
knew	new
later	latter
lead	led
leant	lent
loan	lone
loose	lose
luxuriant	luxurious
meter	metre
of	off
personal	personnel
perspective	prospective
practice	practise

principal	principle	
quiet	quite	
re-form	reform	
relief	relieve	
role	roll	
sociable	social	
stationary	stationery	
storey	story	
strip	stripe	
suit	suite	
taught	taut	
their	there	they're
to	too	two
weather	whether	
were	where	

ENGLISH FOR OFFICE SKILLS – LEVEL 2

EL-OFFN 12 – Spelling List A-H

NB Words tested may include those listed in the Level 1 Spelling List in addition to those here, and their derivatives (e.g. recommend/recommended/recommendation). Alternative American spellings are acceptable.

A	Calibrate	E	G
Abbreviate	Calm	Easily	Generally
Abundant	Cancel	Ecological	Generous
Accelerate	Cancellation	Economically	Gimmick
Accessory	Capitalise/ise	Editorial	Governess
Accomplish	Carriage	Effortless	Governor
Accountant	Catastrophe	Eighteenth	Graceful
acquiesce	Clearance	Elaborate	Gracious
adjacent			
Admittance	Coalesce	Elapse	Gradually
Allowance	Coarse	Embargo	Grammatical
Alteration	Colonial	Embellish	Grandiose
Amenable	Colonel	Embezzle	Grateful
Amend(ment)	Commentary	Emphasis	Gratuity
Analytical	Commission	Envelope	
Answer	Conference	Equality	H
Application	Conscientious	Erratic	Habitual
Answer	Constituent	Erroneous	Halve
Application	Contradictory	Exceed	Happiness
Appreciate	Coordinate	Exceptional	Harmful
Apprenticeship		Excessive	Harmless
Appointment	D	Exempt	Heart
Ascertain	Dangerous	Exhibition	Hierarchy
Associate	Damage	Expediency	Hitch
Attached	Database		Honestly
Authoritarian	Deceptive	F	Honorary
Authority	Decisive	Facsimile	Horrendous
	Defendant	Faithfully	Hostility
B	Defensive	Familiarity	Humorous
Balance	Definition	Feasible	Hygienic
Barrier	Deliberation	Forecast	Hypocritical
Belligerent	Delete	Fourteen	
Beneficiary	Demarcation	Fraught	
Brief	Dependable	Fundamental	
Bureau(x/s)	Despondent		
	Dilemma		
C	Disassociate		
	Discourteous		
Cabinet	Discrepancy		

ENGLISH FOR OFFICE SKILLS – LEVEL 2

EL-OFFN 12 – Spelling List I-Z

NB Words tested may include those listed in the level 1 list in addition to those here, and their derivatives (e.g. recommend/recommended/recommendation). Alternative American spellings are acceptable.

I	Journalism	Methodical	Ought	Reassure
Ideally	Judiciary	Meticulous	Overwhelm	Recapitulate
Idiosyncrasy	Justice	Miniature		Reckoning
Ignorance	Juxtapose	Misconceive	P	Recommendation
Illegal		Misconstrue	Painstaking	Recompense
Illiterate	K	Misdemeanour	Paragraph	Redundant
Illuminate	Knowledgeable	Misappropriate	Parallel(ed)	Reinforce
Imaginary	Kneel	Miscellaneous	Paradox	Relevant
Imminent	Kilometre	Moderately	Partially	Reliable
Impartial		Monetary	Peak	Reservation
Impatient	L	Monstrous	Pedestrian	Respectful
Impeccable	Laboratory	Mournful	Perceive	Responsible
Impediment	Laughter	Multiplicity	Performance	Restaurant
Impolite	League	Municipality	Permanent	Roster
Implement	Legislature	Mutual	Permissible	Rota
Implacable	Leisurely		Persevere	Rudimentary
Impulsive	Lenient	N	Personality	
Inaccessible	Lessen	Necessarily	Persuade	S
Inaccurate	Liability	Necessity	Phraseology	Saboteur
Inadequacy	Listen	Negligible	Possessive	Sacrifice
Inadvertently	Literally	Negotiable	Practice	Satisfactory
Incalculable	Location	Neighbour	Practise	Scrupulous
Incidentally	Loose	Neither	Precedence	Segregate
Inconclusive	Lucrative	Nevertheless	Preference	Sensitivity
Inconvenience	Ludicrous	Notable	Processor	Significant
Incorruptible		Notorious	Proprietor	Statistician
Increasingly	M	Notwithstanding	Psychology	Status quo
Indifference	Magazine	Nuisance	Punctually	Subsequent
Indiscriminate	Malign			Summary
Indispensable	Management	O	Q	Supposedly
Insensitive	Managerial	Obedient	Questionable	Surfeit
Insufficient	Mandatory	Obituary	Questionnaire	Susceptible
Intellectual	Manoeuvre	Obsolete	Queue	
Introductory	Marginal	Occurrence	Quotation	T
Irrevocable	Material	Official		Technician
	Mathematician	Omission	R	Twelfth
J	Meaningful	Operative	Rationale	
January	Measurement	Optimum	Reappraisal	
Jeopardy	Mechanical	Orator	Reappraisal	

ENGLISH FOR OFFICE SKILLS – LEVEL 2

EL-OFFN 12 – Vocabulary List

Candidates may be tested on any of the vocabulary on the Level 1 List, in addition to the vocabulary below.

NB Words tested may include those listed and their derivatives (e.g. aspire/aspired/aspiration).

adverse	averse
ambiguous	ambivalent
appreciable	appreciative
aspired	inspired
avert	overt
biannual	biennial
childish	childlike
complementary	complimentary
confirmation	conformation
contemptible	contemptuous
council	counsel
deduce	deduct
deduction	reduction
definite	definitive
elapsed	lapsed
elicit	illicit
eligible	illegible
expand	expend
expansive	expensive
formally	formerly
gilt	guilt
hoard	horde
honorary	honourable
impending	pending
infer	imply
inferred	implied
instant	instantaneous
intense	intensive
intense	intent
intimated	intimidated
loath	loathe
moral	morale
negligent	negligible
objection	objective
phase	phrase
plain	plane
precedent	president
raised	razed
rational	rationale
recourse	resource
reference	

7 English for Office Skills Sample Papers

English for Office Skills

Level 1

8960-11-011

(EL-OFFN 11)

Sample 1



Instructions to Invigilators

NB It is recommended that, in addition to the Invigilator, there should be a Reader for Section A. The Reader may prepare the text while the Invigilator supervises the completion of the pre-examination administration.

*The use of dictionaries is **NOT** permitted.*

Time allowed: 1 hour

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB Read aloud the text which is not in italics. Read at normal reading speed.

Question 1 Spelling

You hear twenty sentences. One word from each sentence is repeated. Write the repeated word against the correct number in the space provided. Please make any alterations in the right-hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 The spotlight is **shining** into her eyes.
- 2 He **omitted** to tell them about the delivery.
- 3 When did you **receive** the information?
- 4 The company **usually** gives its employees a holiday bonus.
- 5 The builder chose the site because of the lovely **view**.
- 6 He always **seized** every opportunity.
- 7 The **liaison** officer consulted his colleague.
- 8 She was **sincerely** sorry about the incident.

- 9 It was a **privilege** to work for him.
- 10 The boy was happy to be in **familiar** surroundings.
- 11 She **transferred** the files to another directory.
- 12 The mistake was **completely** understandable.
- 13 The new equipment was a **bargain**.
- 14 His boss told him to be more careful with his **expenses**.
- 15 I am sure **exercise** is good for you.
- 16 The **maintenance** contract was due for renewal.
- 17 We agreed to pay by **instalments**.
- 18 He hoped it was the correct **decision**.
- 19 Did the programme hold your **attention**?
- 20 I-always wanted to make your **acquaintance**.

(20 marks)

Question 2 Listening Comprehension

Look at the form. (10 seconds.) Listen carefully to the message and complete the form.

You will hear the message twice.

Ready?

Hello, this is Scott Incorporated. I want to leave a message for Jo Austin. Please tell her the meeting tomorrow is in the Production Manager's office at 2.15 pm. Ask her to bring the Development file and the details of possible overseas contacts. Please ask her to confirm both the place and the time. Thank you.

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

Candidate's name (block letters please)

Centre no

Date

Time allowed: **1 hour**

Answer **all** questions in Section A and B

Section A Spelling
 Listening Comprehension

Section B Reading Comprehension
 Syntax
 Vocabulary
 Punctuation
 Proofreading A
 Proofreading B

Instruction to candidates

Your answers should be written in the question book let in the spaces provided.

All your answers must be written in **ink** not pencil.

The use of dictionaries is **not** permitted.

For examiners use only

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Total
20	10	10	15	10	10	10	15	100
Candidate's score								

SECTION A

1 SPELLING

You hear twenty sentences. One word from each sentence is repeated. Write the repeated word against the correct number in the space provided. Please make any alterations in the right-hand column.

SPELLING	ALTERATION (if needed)
1.....
2.....
3.....
4.....
5.....
6.....
7.....
8.....
9.....
10.....
11.....
12.....
13.....
14.....
15.....
16.....
17.....
18.....
19.....
20.....

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You hear the message twice.

MESSAGE FORM

From

To

Date

TELEPHONED

CALLED TO SEE YOU

MESSAGE

.....

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Message taken by

(10 marks)

3 READING COMPREHENSION

Read this passage carefully then complete the sentences which follow with an appropriate word or phrase.



WHERE ARE ALL THE TYPISTS?



When I was young, there were lots of typists. Many girls, and it was mostly girls, simply wanted to be typists. Their idea of a job was to spend the day, sitting in a room full of people all doing the same thing: typing. Someone else wrote a letter, with a pen, on a piece of paper, gave it to the typist, and she used her typewriter to produce a typed letter. She sat in a big room full of people all doing the same thing, each with a big, black machine, from 9am to 5pm.

Now many young people don't know what a typewriter looks like. You can't see one in an office. You don't see them in people's homes. In fact, you can only find typewriters in museums. When did this happen? What changed?

Today, everyone, it seems, has their own PC and does their own typing. Years ago, managers did not type. Their typists did. Now they do it themselves, on a computer, with the help of word processing. Years ago typists were very accurate. When a typist made a mistake, she started again, and if she made a mistake again, she started again, and again, and again Now typing errors are not a problem. You can correct errors before printing. No-one needs to be accurate, so no-one needs a typist. And the amazing thing is that now there are more men than women who can type well.

So what do girls want to be when they leave school now? Certainly not typists. Girls today are much more ambitious – and that's only right. There is no reason why a girl cannot be a manager too; not just the person who types a manager's letters. Now most girls sit with the men in a large open-plan office; not in a room on their own. They make their own decisions. They have responsibility. They get paid the same as the men. I don't know what you think, but I'm very pleased typewriters are now in museums. Wordprocessors have made office work totally different for women – and that must be a good thing!

- 1 Years ago, more girls than wanted to be typists.
- 2 People used paper and to write their letters.
- 3 All typewriters were the same
- 4 Today you have to go to to see a typewriter.
- 5 Nowadays even type their own letters.
- 6 In the old days, typists sometimes typed the same letter
- 7 Today there are female managers.
- 8 Girls no longer sit on their own.
- 9 Men and women now get salaries.
- 10 Office work changed when.....replaced typewriters.

(10 marks)

4 SYNTAX

In each of the following sentences, there is ONE error of grammar or syntax. Circle the error and write the correction in the space provided.

1 None of the candidates are right for the job.

2 I doesn't think the exam is easy.

3 Of the two offices I like mine best

4 The staff was delighted.

5 I think they're slower than we is.

6 She did it good.

7 It don't seem right to me.

8 We need to find them papers quickly.

9 We use that computer yesterday

10 The office was more cool yesterday.

11 Who is the new assistant's name?

12 She made notes in his own diary.

13 The trainee did it hisself.

14 She is a interesting speaker.

15 There's seventeen desks in the office.

(15 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 I told them.....to go. (were/where)
- 2 She the answer to the problem. (knew/new)
- 3 Does it matterthey come? (weather/whether)
- 4 It was time for them to.....their work. (check/cheque)
- 5 He was generous and often..... his friend money (leant/lent)
- 6 The paper arrived.....late.(too/two)
- 7 The man did not come to read the.....(meter/metre)
- 8 I promised to and not repeat the error. (re-form/reform)
- 9 She was always a.....person. (sociable/social)
- 10 The new office block was very(luxuriant/luxurious)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

i told him last night that id already found all the papers he needed for the meeting they were on the principals desk do you think he believed me

(10 marks)

7 PROOFREADING (A)

In the first table there are no typographical errors. In the second one, however, there are TEN. Identify each error exactly on the second table by putting a circle around it.

EXAMPLE: £1 234 £1 243

Do NOT correct the errors.

CORRECT VERSION

NEW OPENINGS FOR EXPERIENCED RECEPTIONISTS		
LONDON BRIDGE	17.5K	IT Experience
MAYFAIR	11K	8-1 pm/1-6 pm
WEST END	18K	International Co
HAMPSTEAD	10K	8.30-1.30 pm/1.30-5.30
MARBLE ARCH	15.5K	Elegant Office
CITY	15K	Benefits package
Stop dreaming! Call us now!		

INCORRECT VERSION

NEW OPENINGS FOR EXPERIENCED RECEPTIONISTS		
LONDON BRIDGE	17.5K	IT Expearence
MAYFAIR	111K	8-1 am/1-6 pm
WESTEND	18K	International co
HAMPSTEAD	1oK	8.30-1.30 pm/1.30--5.30
MARBIE ARCH	15.5K	Elegant Offices
CITY	51K	Benefits package
Stop dreaning! Call us now!		

(10 marks)

8 PROOFREADING (B)

In the letter below there are FIFTEEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: *cop*metition.

Do NOT correct the errors.

MU/BNW

Date as postmark

Hogbens Limited.
64 South Street
PALMERSTON NORTH

Dear Sirs

49 Rangitikei Street, Palmerston North

MU/BNW

Date as postmark

Hogbens Limited.
64 South Street
PALMERSTON NORTH

Dear Sirs

49 Rangitikei Street, Palmerston North

I am writting to inform you that the agents, Callesens of Palmerston North, agree to the sale of the abov3e property:

Our clients, Mr and Mrs Kato, are anxious to proceed as quickly as possible, because they wish to move into theproperty in time for the forthecoming holiday season. I would therfore like to talk to you tis week to arrange a date to carry out a survey of the premises so that our clients can make arrangements for teh carrying out of essental works.

We look forward to hearing from you

Yours Faithfully

Maurice Urquhart
General manager

END OF EXAMINATION

(15 marks)

Mark Scheme

1 SPELLING

Accept the correct spelling even if it is written in the first column, next to a 'crossing out' or if the correction is made over Tippex – provided what is written is clearly legible. American spellings should also be accepted. Only accept correct spellings against the number to which they apply i.e. if two spellings (albeit correct), are transposed, then do not award the mark.

1	shining	11	transferred
2	omitted	12	completely
3	receive	13	bargain
4	usually	14	expenses
5	view	15	exercise
6	seized	16	maintenance
7	liaison	17	instalments
8	sincerely	18	decision
9	privilege	19	attention
10	familiar	20	acquaintance

Total: 20 marks

2 LISTENING COMPREHENSION

Accept abbreviations (such as tel. no. instead of telephone number) provided they are clear. Incorrect spelling is acceptable provided meaning is still clear.

1	Scott Incorporated	(1)
2	Jo Austin	(1)
3	Meeting tomorrow	(1)
4	Production Manager's	(1)
5	Office	(1)
6	2.15pm	(1)
7	Development file	(1)
8	Overseas contacts	(1)
9	Confirm place	(1)
10	Confirm time	(1)

Total: 10 marks

3 READING COMPREHENSION

NB at Level 1, grammatical accuracy is NOT essential, provided the sentence is comprehensible.

1	boys/men
2	[a] pen
3	colour
4	a museum
5	managers
6	lots of times[many times/again and again
7	lots of/many
8	in a room [or similar]
9	equal/the same
10	wordprocessors

Total:10 marks

4 SYNTAX

Award one mark for each error correctly identified and one mark for each correction.

1	are	is	(1)
2	doesn't	don't	(1)
3	best	better	(1)
4	was	were	(1)
5	is	are	(1)
6	good	well	(1)
7	don't	doesn't	(1)
8	them	those/the	(1)
9	use	used	(1)
10	more cool	cooler	(1)
11	who	what	(1)
12	She/his	He/her	(1)
13	hissself	himself	(1)
14	a	an	(1)
15	There's	There are/There're	(1)

(30/2) = Total: 15 marks

5 VOCABULARY

1	where
2	knew
3	whether
4	check
5	lent
6	too
7	meter

- 8 reform
- 9 sociable
- 10 luxurious

Total: 10 marks

6 PUNCTUATION

NB allow up to three incorrect corrections without penalisation, and then deduct one mark for each incorrect punctuation from the total of correct punctuation. Eg, if a candidate corrected all 10 instances correctly, but also incorrectly 'corrected' another 4, they would score 9 marks. No minus scores should be given, the lowest mark being zero.

i told him last night that i'd already found all the papers he needed for the meeting. They were on the Principal's desk. Do you think he believed me?

10 marks

Total: 10 marks

7 PROOFREADING (A)

NB allow up to three incorrect identifications without penalisation, and then deduct one mark for each incorrect identification from the total of correct identifications. Eg, if a candidate corrects all 10 errors correctly, but also incorrectly identifies another 4, they will score 9. No minus scores should be given, the lowest mark being zero.

NEW OPENINGS FOR EXPERIENCED RECEPTIONISTS				
LONDON BRIDGE	17.5K		IT Experience	
MAYFAIR	11K		8-1 am/1-6 pm	
WESTEND	18K		International co	
HAMPSTEAD	16K		8.30-1.30 pm/1.30-5.30	
MARBIE ARCH	15.5K		Elegant Offices	
CITY	51K		Benefits package	
Stop dreaming! Call us now!				

Total: 10 marks

8 PROOFREADING (B)

NB allow up to three incorrect identifications without penalisation, and then deduct one mark for each incorrect identification from the total of correct identifications. E.g., if a candidate corrected all 15 errors correctly, but also incorrectly identifies another 4, they will score 14. No minus scores should be given, the lowest mark being zero.

MU/BNW

Date as postmark

Hogbens Limited
64 South Street
PALMERSTON NORTH

Dear Sirs

49 Rangitikei Street, Palmerston North

I am writing to inform you that the agents, Callesens of Palmerston North, agree to the sale of the above property:

Our clients, Mr and Mrs Kato, are anxious to proceed as quickly as possible, because they wish to move into the property in time for the forthcoming holiday season.

I would therefore like to talk to you this week to arrange a date to carry out a survey of the premises so that our clients can make arrangements for the carrying out of essential works.

We look forward to hearing from you.

Yours Faithfully

Maurice Urquhart
General Manager

Total: 15 marks

8960-12-012

(EL-OFFN 12)

Sample 1

Instructions to invigilators

NB: *It is recommended that, in addition to the invigilator, there should be a Reader for Section A. The Reader may prepare the text while the invigilator supervises the completion of the pre-examination administration.*

*The use of dictionaries in **NOT** permitted.*

Time allowed: 1 hour.

Tell candidates to open their examination papers and then start timing the examination.

Instructions to Readers

NB *Read aloud the text which is not in italics. Read at normal reading speed.*

Question 1 Spelling

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

Read out the following sentences. After each sentence, repeat the word in bold. Allow 10 seconds between each sentence.

- 1 He is **impatient** to try the new programme.
- 2 We are extremely **grateful** for your help.
- 3 The terms of the agreement are **negotiable**.
- 4 We expect these figures to **peak** in August.
- 5 His **appointment** is for later in the day.
- 6 She is very **conscientious** in her work.
- 7 You must let me have all the **relevant** information.
- 8 I tried to **persuade** him to take the course.

- 9 We shall see the results of the agreement in **January**.
- 10 The college offered an **introductory course in computing**.
- 11 We expect to **implement** the new policy immediately.
- 12 There appears to be a **discrepancy** in the figures.
- 13 I **disassociate** myself from any dealings with that firm.
- 14 Do you have any particular **preference**?
- 15 He was able to **ascertain** that the information was correct.
- 16 The document must be checked for **grammatical** errors.
- 17 I expect a **summary** of the article by Monday, at the latest.
- 18 The office was on the **twelfth** floor of the building.
- 19 We must have a **quotation** by the end of next week.
- 20 Have you seen the first issue of the new **magazine**?

(20 marks)

Question 2 Listening Comprehension

Look at the diary. (10 seconds.) Listen carefully to the message and complete the diary

You will hear the message twice.

Ready?

Hello, it's John here. I won't be able to get to the office this evening, so I'd be glad if you'd update my diary. I've made a few appointments today so you'll need to enter them for next week. On Monday, at ten o'clock, I've a meeting with Carol about the new designs. In the afternoon I am going to visit Apex Computers. I must be there for 2.00pm. Tuesday is clear at the moment, but on Wednesday at nine thirty, I have to attend a sales meeting in the Conference Room. Thanks

(10 marks)

(Wait 20 seconds before reading the message again. After the second reading allow candidates 2 minutes to complete the form.)

This is the end of Section A. Turn to Section B and complete the questions in Section B.

8960-12-012

(EL-OFFN 12)

Sample 1

Candidate's name (block letters please)

Centre no Date

Time allowed: 1 hour

Answer **all** questions in Section A and Section B**Section A** Spelling

Listening Comprehension

Section B Reading Comprehension

Syntax

Vocabulary

Punctuation

Proofreading A

Proofreading B

Instructions to Candidates

Your answers should be written in the question book let in the spaces provided.

All your answers must be written in ink not pencil.

The use of dictionaries is not permitted.

For examiner's use only

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Total
20	10	10	20	10	15	5	10	100
Candidate's score								

SECTION A

1 SPELLING

You will hear twenty sentences. One word from each sentence will be repeated. Write the repeated word against the correct number in the space provided. If you wish to make an alteration please use the right-hand column.

SPELLING

ALTERATION (if needed)

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20

(20 marks)

2 LISTENING COMPREHENSION

Look at the form. Listen carefully to the message and complete the form. You will hear the message twice.

Monday 22

Tuesday 23

Wednesday 24

Thursday 25

Friday 26

Saturday 27

Sunday 28

(10 marks)

3 READING COMPREHENSION

Read this passage carefully in order to complete the sentences which follow with an appropriate word or phrase.

THE BANKING REVOLUTION

The long battle to make banking in Britain easier and more accessible is nearing its conclusion as the prospect of carrying out most transactions from the comfort of one's own home or office draws closer to millions of customers.

Lengthy queues for tills and inconvenient opening times caused such irritation among account holders that banks were forced to introduce cash dispenser points, and then telephone banking.

With more than 3 million customers now handling their accounts over the phone, the banks are concentrating on an easier solution which gives customers even more control over their financial affairs - online banking.

Banks all over the world are moving onto the Internet with some institutions offering banking on the Web. A few have chosen to concentrate exclusively on personal computer banking, but this restricts customers to obtaining information solely via their own computer. As people become familiar with the Web, Internet banking is expected to dominate the online market. In Europe the number of online customers is predicted to increase from 2,600,000 to 9 million by 2001. In the United States and Canada the rise is even greater - from 7 million in 2000 to 18 million in 2002.

The great advantage of Internet banking is that customers can log on to their bank's Website from anywhere in the world which has access to the net, including cybercafés, libraries and eventually roadside kiosks. Most online services will allow them to check balances, order cheque books, transfer funds between accounts and pay bills - all functions which would otherwise require a visit, or at least a letter, to the bank. Another tremendous advantage of 24-hour online banking, whether over the telephone or by computer, is the freedom it gives. People can decide when and where they would like to bank.

Although few people will want to do their banking at 2.00 am, the fact that they could is a great attraction. The knowledge that the banks never close, so therefore customers never have to worry about missing their services, means that customers feel in control of their affairs.

Another point is that the bank is actually in your home. This means that anyone who is housebound could do their banking business literally from an armchair. Equally people who work unsociable hours or have heavy family commitments can benefit from this new approach.

Banking has come a long way since the days when people had to give up their valuable lunch hour to deposit a cheque, pay a bill, or withdraw cash.

- 1 Bank customers were becoming increasingly dissatisfied with the bank because of
- 2 Banks tried to overcome the problem of inflexible hours by the use of and later banking.
- 3 To give customers greater flexibility in handling their accountshas been introduced.
- 4 Other than one's home,and are two locations from which Websites can be accessed
- 5 Two of the most common services used by customers are and both of which are available online.
- 6 The 24-hour service offered by online banking gives customers a feeling of
- 7 Online banking is particularly useful for those who

(10 marks)

4 SYNTAX

In the following passage there are TEN unmarked errors of grammar or syntax. Circle the errors and write the corrections in the space provided. An example has been given.

I have to report, ladies and gentleman, that this year our industry has not done good. In fact it has rather done badly. This is due to a number of factors, many of them are beyond our control. Our industry generally has not been helped by the somewhat hysterical attention for the media, especially the press. These people don't know nothing about our products. The detrimental effects of this was not noticed for some time and events moved very quickly. This year we must take less risks, and be prepared for a greater amount of problems. With this in mind I am sure we can move confidently in to the future, and again enjoy prosperity.

..... gentleman.....

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(20 marks)

5 VOCABULARY

Write the correct word, in the space provided, to complete each sentence. Make your choice from the words that follow each sentence.

- 1 What will the new manager play? (role/roll)
- 2 As director and actor he has responsibilities. (dual/duel)
- 3 The plan offered a edged investment. (gilt/guilt)
- 4 What does this report ? (imply/infer)
- 5 The teacher tried to his students from leaving the course. (defer/deter)
- 6 The secretary sighed with when the letter arrived (relieve/relief)
- 7 Her hat her outfit perfectly. (complemented/complimented)
- 8 She bought a magnetic to hold paper clips (device/devise)
- 9 If the packet is too heavy, the receiver will have to pay Postage (access/excess)
- 10 We were on the same staff for years (colleagues/colleges)

(10 marks)

6 PUNCTUATION

Re-write the following passage, providing appropriate punctuation.

a spokesman for a leading banking company said the point about 24 hour banking whether over the telephone or by computer is the freedom it gives in terms of our customers options to decide when and where to bank the fact that were open around the clock is a major advantage customers never have to worry about missing us

(15 marks)

7 PROOFREADING (A)

In the first table there are no typographical errors. In the second one, however, there are FIVE. Identify each error exactly on the second table by putting a circle around it.

EXAMPLE: £1 234

£1 243

Do **NOT** correct the errors.

CORRECT VERSION

NORTHERN BANK

PERSONAL LOANS

Loan amount	60 monthly repayments	48 monthly repayments	36 monthly repayments	24 monthly repayments
£	£	£	£	£
15,000	319.85	382.66	487.95	699.48
10,000	213.24	255.11	325.30	466.32
8,000	178.44	211.85	268.01	381.04
4,000	95.19	111.80	139.85	196.49

Reductions in monthly payments are usually achieved by extending the repayment period

INCORRECT VERSION

NORTHERN BANK

PERSNOAL LOANS

Loan amount	60 monthly repayments	48 monthly repayment	36 monthly repayments	24 monthly repayments
£	£	£	£	£
15,000	319.85	382.66	478.95	699.48
10,000	213.24	255.11	325.30	466.32
8,000	178.44	211.85	268.01	381.04
4,000	95.19	111.80	239.85	196.49

Reductions in monthly payments are usually achieved by extending the repayment period

(5 marks)

8 PROOFREADING (B)

In the notice below there are TEN errors. Identify each error exactly by putting a circle around it.

EXAMPLE: competition.

Do NOT correct the errors.

CAR PARKING

Work on the main office block will start next week. We shall close the rear car Park from Friday, so that the builders can access the site first thing on Monday morning.

The company will allow senior managers of of staff to use the main car park on a first come, first served basis. This car park will be open from dawn to dusk,

Special places have been kept for disabled drivers who hold orange permits. Visitors should park in this car park.

Other member of staff will be able to park their cars on the top two floors of the multistorey park in West Street. The company will pay half the parking charge but please keep your receipts. These will be checked each week and staff will be reimbursed.

It is expected that the builders will be on site for 8 weeks'.

END OF EXAMINATION

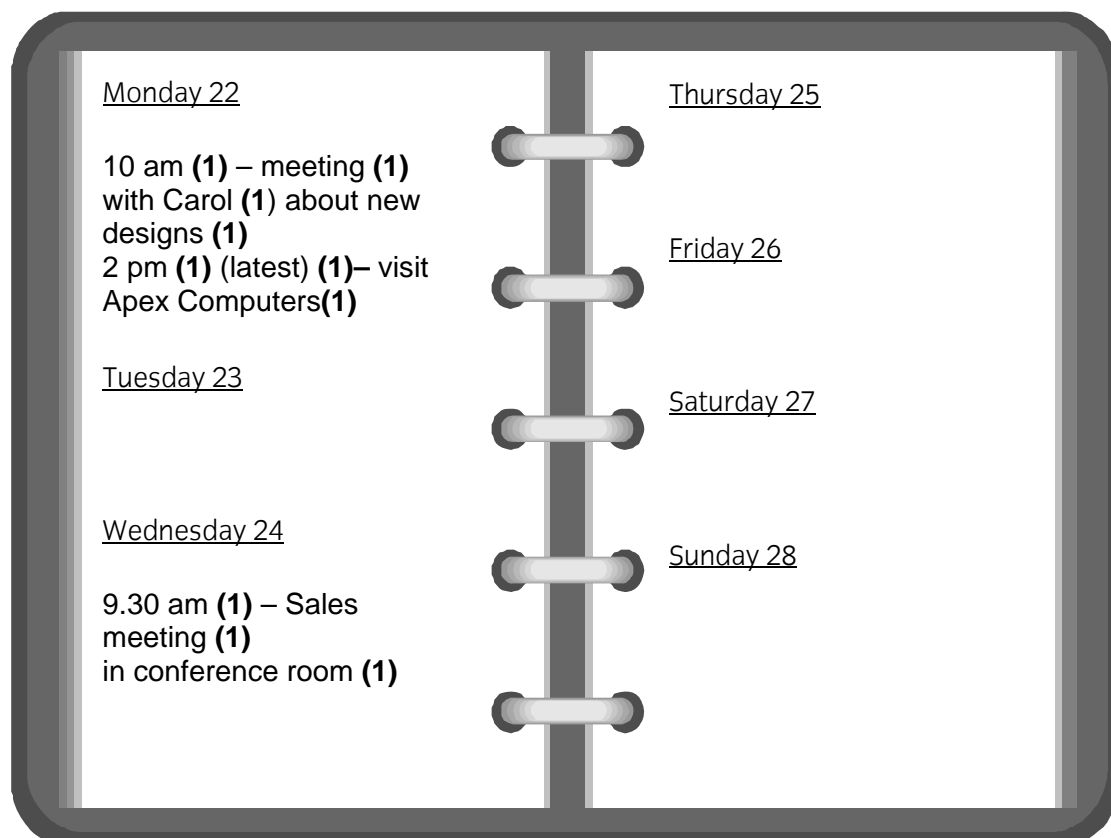
(10 marks)

Mark Scheme

1 SPELLING

1	impatient	11	implement
2	grateful	12	discrepancy
3	negotiable	13	disassociate
4	peak	14	preference
5	appointment	15	ascertain
6	conscientious	16	grammatical
7	relevant	17	summary
8	persuade	18	twelfth
9	January	19	quotation
10	introductory	20	magazine

Total: 20 marks



Total: 10 marks

3 READING COMPREHENSION

- 1 inconvenient banking hours/long queues at the tills 1)
- 2 cashpoints (1) telephone (1)
- 3 online/Internet banking (1)
- 4 cybercafes/libraries/roadside kiosks (any 2) (2)
- 5 checking balances, ordering cheque books, transferring funds, paying bills - any two (2)
- 6 freedom/being in control (any 1) (1)
- 7 are house bound/work unsociable hours/have heavy family commitments (any 1) (1)

Total: 10 marks

4 SYNTAX

1	good	(1)	well	(1)
2	rather done	(1)	done rather	(1)
3	due	(1)	owing	(1)
4	them	(1)	which	(1)
5	for	(1)	of	(1)
6	don't/nothing	(1)	(omit)/anything	(1)
7	was	(1)	were	(1)
8	less	(1)	fewer	(1)
9	amount	(1)	number	(1)
10	in to	(1)	into	(1)

Total: 20 marks

5 VOCABULARY

- 1 role
- 2 dual
- 3 guilt
- 4 imply
- 5 deter
- 6 relief
- 7 complemented
- 8 device
- 9 excess
- 10 colleagues

Total: 10 marks

6 PUNCTUATION

A spokesman for a leading banking company said, "The point about 24-hour banking, whether over the telephone or by computer, is the freedom it gives in terms of our customers' options to decide when and where to bank. The fact that we're open around the clock is a major advantage. Customers never have to worry about missing us."

Total: 15 marks

7 PROOFREADING (A)

PERSONAL LOANS

Loan amount	60 monthly repayments	48 monthly repayment	36 monthly repayments	24 monthly repayments
£	£	£	£	£
15,000	319.85	382.66	478.95	699.48
10,000	213.24	255.11	325.30	466.32
8,000	178.44	211.85	268.01	381.04
4,000	95.19	111.80	239.85	196.49

Reductions in monthly payments are usually achieved by extending the repayment period.

Total: 5 marks

8 PROOFREADING (B)

CAR PARKING

Work on the main office block will start next week. We shall close the rear car park from Friday, so that the builders can access the site first thing on Monday morning.

The company will allow senior managers of staff to use the main car park on a first come, first served basis. This car park will be open from dawn to dusk,

Special places have been kept for disabled drivers who hold orange permits. Visitors should park in this car park.

Other members of staff will be able to park their cars on the top two floors of the multi-storey park in West Street. The company will pay half the parking charge but please keep your receipts. These will be checked each week and staff will be reimbursed.

It is expected that the builders will be on site for 8 weeks.

Total: 10 marks

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