TEST CODE **01251020**

FORM TP 02025066

MAY/JUNE 2025

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 20 minutes

07 MAY 2025 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of a speed test (Question 1) and THREE other questions.
2. **After completing EACH question, save your work on the available storage device.**

   At the conclusion of the examination, the invigilator will give you instructions for submitting the saved files.
3. Question 1 is provided as an insert. The invigilator will allow TEN minutes for Question 1. At the end of ten minutes, the invigilator will tell you to stop and save your work. This question will be collected. You will continue working on Questions 2, 3 and 4.
4. Answer ALL questions.
5. Read all instructions carefully before attempting EACH question.
6. The 2 hours and 20 minutes allocated for this paper should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	speed test (Question 1)
10 minutes	–	reading time
1 hour and 50 minutes	–	responding to Questions 2, 3 and 4

7. Report any defect in the machine to the invigilator who will make the appropriate notation and indicate on your folder any time lost. The invigilator will also record this information on the Supervisors' Irregularity Report.
8. Key your candidate number in the upper right-hand corner of each page.
9. You will be penalized for uncorrected errors.
10. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless instructed otherwise.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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Paper 02 – General Proficiency

Insert for Question 1

COPY TEST

(a) Type the following in double line spacing. Use ALL equal margins of 1″ (2.54 cm), Times New Roman, 12 pt.

(b) Save the file as **Qatar**.

Qatar Fund for Development (QFFD)

Ahead of the World Health Assembly 77, Qatar Fund for Development (QFFD) and the World Health Organization (WHO) have signed the Core Contribution Agreement to support the implementation of the extended 13th WHO Programme of Work.

The agreement entails a contribution of $4 million from the State of Qatar to WHO, through QFFD, aimed at enhancing the Organization's efforts in addressing global health challenges. This partnership underscores the State of Qatar and QFFD's unwavering commitment to improving health outcomes and promoting sustainable development goals worldwide.

"Our partnership with WHO is a testament to our dedication to leaving no one behind in the pursuit of health equity worldwide. By supporting WHO, we aim to empower communities, enhance healthcare access, and contribute to a healthier future for all," said Mr Sultan Ahmed Al-Aseeri, Acting Director-General of QFFD.

"Flexible funds are critical for WHO's life-saving work. With thanks to long-standing partners like the Qatar Fund for Development, WHO can use these funds to swiftly respond to global health needs as they arise. I am grateful to the State of Qatar for its support and for allowing us the flexibility we need to carry out our mission and mandate," said WHO Director-General Dr Tedros Adhanom Ghebreyesus.

GO ON TO THE NEXT PAGE

The extended 13th WHO Programme of Work (GWPT3) focuses on a comprehensive approach to health, addressing communicable and non-communicable diseases, strengthening health systems, and promoting health through the life course. This collaboration will particularly emphasize supporting countries in crisis and post-crisis contexts, aligning with the State of Qatar and QFFD's mission to provide crucial aid where it is needed most.

As the world continues to navigate complex health challenges, the partnership between QFFD and WHO represents a beacon of hope and a model for international cooperation in the realm of global health. This agreement is a significant step towards achieving the shared goal of a healthier, more resilient world.

Adapted from: https://www.who.int/news/item/23-05-2024-Qatar-Fund-for-Development-(QFFD)-supports-the-implementation-of-WHO's-extended-13th-General-Programme-of-Work-with-flexible-funding

Total 10 marks

Answer ALL questions.

Question 2 (a)

Time: 30 minutes

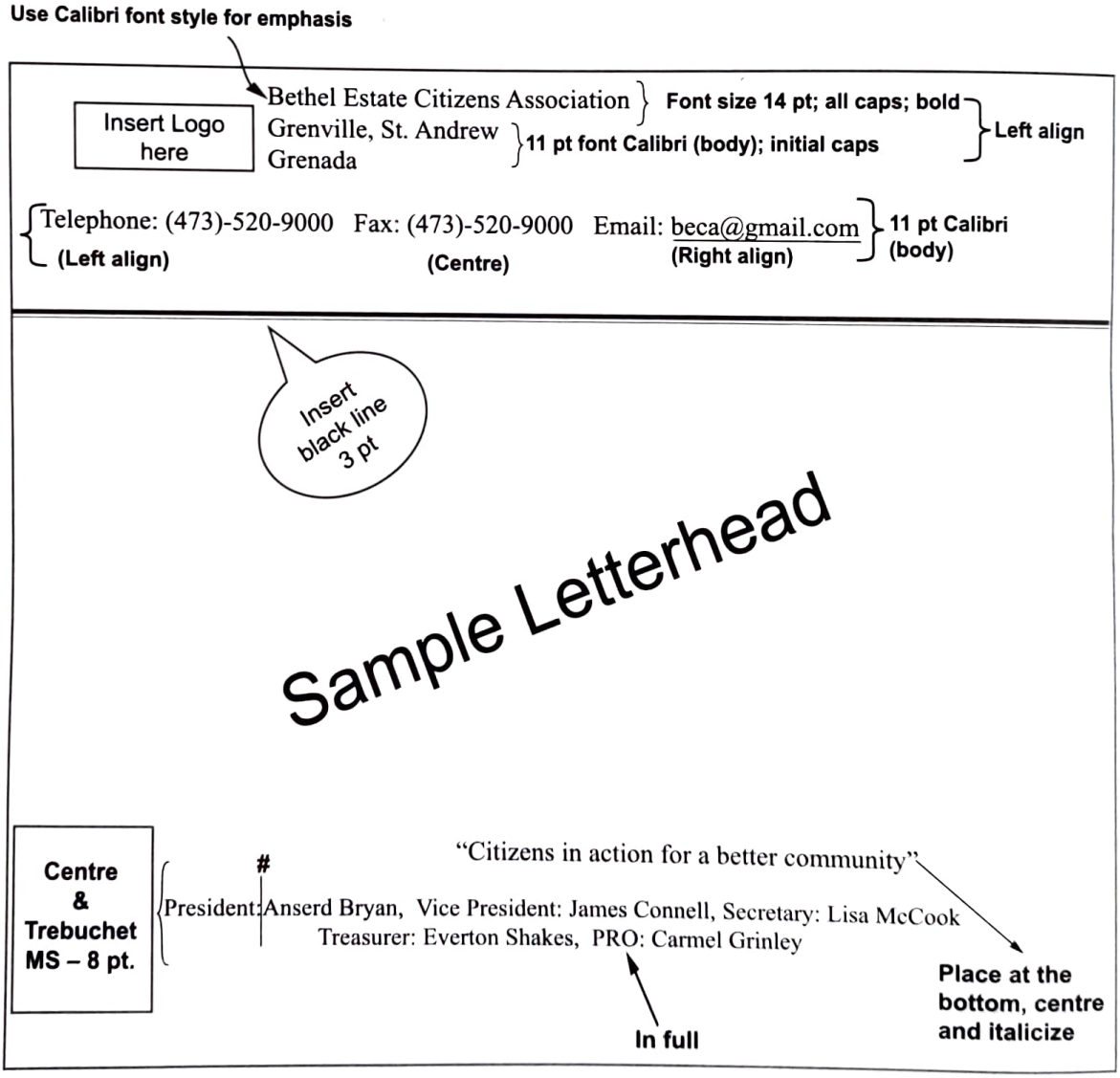
(i) Produce the required documents following ALL instructions given.

(ii) Using A4 or letter size paper, create a suitable letterhead with an appropriate logo and footer utilizing the information given in the sample below.

(iii) Using the letterhead created, type the letter in the semi-blocked style, using full punctuation and single line spacing. The letterhead should have 1" (2.54 cm) margins all around.

(iv) Type the body of the letter using Calibri 11 pt.

(v) Save the file as **Letter**.



Question 2 (a) cont'd

Ref: BECA/GC-01

Insert current date

Dear Residents,

Re: Agreement for New Garbage Collection Provider

serves

NP This letter ✗ to officially introduce you to your new service provider. Effective Sept. 1, 2025 Manpower cleaning & Garbage collection Services will commence garbage collection ~~service~~ in the community. The schedule below provides an outline of the routes and specific times for garbage collection in ea. community.

Insert the Schedule only from 2b here

with attached lids

NP The company has agreed to provide separate containers ✗ for recycle and compost waste as stated in the contractual agreement. Hence, you are required to sort your waste ~~correctly~~ according to the labelled containers. Stet Pls let us know if you have any questions about what goes into ea. container. By recycling and compositing correctly, we all contribute to keeping operational costs down and reducing our impact on the environment.

NP Residents are being reminded to place their bins at the entrance of the property on the scheduled date for collection. Any garbage that is left inside the entrance gate will not be collected.

NP Thank you for helping to keep a clean, organized garbage and recycling program that works for our communities.

Yours sinc.,

Anserd Bryan,
President.

Insert yr initial here

AB/Typist initial ← add to reference

(29 marks)

Question 2 (b)

Time: 15 minutes

(i) Produce the required documents using the most suitable software.

(ii) Make ALL adjustments to the document as instructed.

(iii) Use margins of 0.5" (1.27 cm) all around.

(iv) Save the file as **Schedule**.

Bethel Citizens Association
Garbage Collection Schedule

Centre, caps and bold

Stet

Caps, centre & bold column headings

Day	Truck number	~~Community~~	Pick-up time
Mon	07	St George	6:00 a.m.
		St Mark	8:30 a.m.
Tues	15	St John	6:30 a.m.
		St David	9:00 a.m.
Wed	19	St Mark's Village	5:00 a.m.
		St Cyr	8:30 a.m.
Thurs	08	St Cloud	6:30 a.m.
		St Mary	8:30 a.m.
Fri	22	St Margaret	5:30 a.m.
		St James	8:00 a.m.
Sat	10	St Omer	6:30 a.m.
		St Paul	8:30 a.m.

Spell out

TYS

Centre align cell content

Left align

Typist: pl. type schedule using 11 pt, Calibri (body) font

(5 marks)

Total 34 marks

Question 3 (a)

Time: 25 minutes

(i) Produce the required documents following ALL instructions.

(ii) Type the document in Times New Roman, using size 12 pt except where instructed otherwise.

(iii) Use legal size paper with margins of 1.5" left and 0.5" right.

(iv) Apply double-line spacing with justified text or justify the spaces before right margin with unspaced hyphens.

(v) Save the file as **Agreement**.

Retain

Centre & bold, Times New Roman, 14pt

MANPOWER CLEANING & GARBAGE COLLECTION SERVICES

Agreement ← **Expanded caps 3 pt, centre & bold, Times New Roman, 12 pt**

Insert current date

An agreement made the _____ day of _____ Two thousand and Twenty-four BETWEEN Manpower Cleaning & Garbage Collection Services of St George's, Grenada, West Indies (hereinafter called "the Service Provider") and Bethel Estate Citizens Association (hereinafter called the "Residents").

WHERE IT IS MUTUALLY AGREED AS FOLLOWS: (**bold & cap**)

1. Garbage collection ~~services~~ activities will be done on a daily basis starting as early as 5:00 am. as per the schedule.

2. The collection and disposal services will ~~cover~~ include all residential waste deposited in a garbage bag/bin and placed at the designated area of ea. resident's property.

3. If for any reason the service provider is unable to collect the waste on the agreed scheduled day, arrangements will be made for the waste to be collected by another service provider at no additional cost to the resident.

in full ← 4. Ea. household will be issued free of charge, a heavy-duty sixty 60-gallon trash bin with attached lid. The wheels and handles on our trash bins make it easy for residents to move the bin to the entrance of the property for pick-up.

move here — Retain

TERMS & CONDITIONS (**bold & cap**)

- The cost of the service will be $1,000 per mth. with an additional charge for yard trimmings. — *in words & figures*
- Payment is due on the 30th of ea. mth.
- The agreement may be terminated by either party subject to a written notice which must be submitted two (2) wks in advance. — *run-on*

5. Garbage will be collected on all calendar holidays except for Good Friday and Christmas Day. The time of operations will be adjusted and communicated to you prior to these holidays.
6. We shall provide basic services to collect, remove, transport, and dispose of all residential solid waste.

This Agreement shall commence on the stated date and remain in effect throughout the period for (60) mths. — *in words & figures*

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized officers this _____ day of _____, 2025.

SIGNED by the said
ANSERD BRYAN

.....
Anserd Bryan

.....
Witness

SIGNED by the said
JOHN BURTON

.....
John Burton

.....
Witness

(17 marks)

Question 3 (b)

Time: 15 minutes

(i) Using A5 paper, prepare the questionnaire following all instructions given.

(ii) Type in single line spacing and insert a page border.

(iii) Use columns and insert a column separator line.

(iv) Type in Times New Roman 12 pt.

(v) Use top, bottom and left margins of 0.5" (1.27 cm) and right margin of 0.4" (1.02 cm).

(vi) Save the file as **Questionnaire**.

Question 3 (b) cont'd

BETHEL ESTATE
GARBAGE & RECYCLING SURVEY

Use header with Single line space caps, centre & bold, font size 14 pt Retain abbrv.

Instruction: Kindly tick (✓) the appropriate box to indicate your response.

NOTE:
Align all responses #1-5

1. How long have you lived in Bethel?

- ☐ Less than one year
- ☐ 1 to 5 years
- ☐ 6 to 10 years
- ☐ 11 to 20 years

What is the

2. number of persons living in your household?

- ☐ 1–5
- ☐ 6–8
- ☐ 9 or more

3. Select the response below which classifies your type of residence.

- ☐ One family house detached from any other houses
- ☐ Duplex or townhouse
- ☐ Condominium or apartment complex
- ☐ Other

4. Do you own or rent your home?

- ☐ Rent
- ☐ Own

5. Do you currently have garbage collection from your home?

- ☐ Yes
- ☐ No

GO ON TO THE NEXT PAGE

Question 3 (b) cont'd

6. Please indicate how many standard-sized garbage containers you typically put out for collection each week.

   ☐ 1–2

   ☐ 3–4

   ☐ 5 and over

7. Would you support a rate structure where households pay for garbage collection based on how much garbage they put out for collection?

   ☐ Yes

   ☐ No

   ☐ Don't know

8. What are the three best ways to inform you about clean-ups, garbage or recycling services? (Please check only 3)

   ☐ Flyers at your door

   ☐ Flyers at stores

   ☐ Newsletter

   ☐ Citizen's Association

   ☐ Email

Centre & italicize; place in footer, use TNR, 9 pt, do not include circle.

Thank you for completing this survey, please return in the enclosed envelope.

(9 marks)

Total 26 marks

Question 4

Time: 25 minutes

(i) Using legal size paper, prepare the newsletter following the instructions given.

(ii) Use Times New Roman, 12 pt font to prepare the document, except where indicated otherwise.

(iii) Use the template as a guide and include the line separator.

(iv) Use margins of 1" (2.54 cm) all around and insert a double-line page border.

(v) Save the file as **Newsletter**.

This space has been intentionally left blank.

Question 4 cont'd

Manpower Cleaning & Garbage Collection Services

NEWSLETTER

Use expanded word Art, Algerian font size 28, Red font colour & centre

Editor: Eulalee Burnett **Vol. 1, Number 1, June 2025**

1.5 line space

Left align

Lucida Sans Typewriter

Waste management include the collection, processing, transporting and disposal of waste. Manpower Cleaning and Garbage Collection Services is the leading provider of comprehensive waste management. We, the professional team and support staff, are committed to ensuring that the citizens of Bethel Estate are satisfied with the services that we provide. We also crave your understanding regarding the importance of proper garbage disposal.

Insert a suitable graphic here

In This Issue:

Disposal Process pg 2
Waste Management Tips pg 2
Important Reminders pg 1
Extra Trash pg 2
Yard Trimmings pg 3
Holiday Reminders pg 5
Waste Reduction pg 5

Disposal Process

1. Collecting
2. Processing
3. Transporting
4. Disposal

Use a flow chart to display text

Waste Management Tips

- Compost your organic waste.
- Bring your own bags for shopping.
- Buy products without packaging.
- Donate unwanted item.s
- Go paperless.
- Use reusable containers for leftover food.
- Use cloth napkins rather than paper towels.
- Recycle as much as possible.

Apply bullet to the list

Insert page number on all pages

Insert line separator between colums on both pages

Question 4 cont'd

Use this template and the information below to prepare page 2 of the newsletter.

Sort Smart	Important Reminders	Holiday Reminders
Have extra trash?	How to control moisture or odours	Contract Information
Too many yard trimmings	Waste Matters!!! ↓ **Bin it, Bag it or Bundle it** ↑	
(use larger font size, bold and blue font colour)	(centre & red font colour)	

Have extra trash? If you have extra trash, call the contractor's office. Please leave a message if you are calling after hours. There will be an additional charge for this service.

Too many yard trimmings? We will collect excess yard trimmings at no additional charge on your regular service day. Please notify our office at least one business day prior. Excess yard trimmings must be contained in paper bags, boxes, or reusable can(s) set next to your **organic bin. Please do not use plastic bags.**

Sort Smart

Want to know a great way to simplify recycling? Sort your waste right away, in your home. By setting up an accessible, easy-to-use station, you will save yourself time and hassle.



Don't know where it goes? Use our Code

Use a callout shape to enter text

Enter data under sort smart

Question 4 cont'd

Important Reminders

- Do not leave heavy objects on garbage lids.
- Do not place broken glass or metal in your bin.
- Do not dispose of spoiled fish, meat or poultry products in your bin.
- Do not overload the garbage container.

How to control moisture or odours

1. Wrap juicy scraps in newspaper or paper towels.
2. Rinse out your bin as needed.
3. Sprinkle baking soda or spray a little citrus oil into the bin.

Bold

For more information contact:

Manpower Cleaning & Garbage Collection Services
P.O. Box 0012
St George's Grenada
West Indies
Tel/Fax: (473)990-4312
Email: mpowercleaning@gmail.com

Use a text box

Holiday Reminders

Service days will not change on public holidays except for Good Friday and Christmas Day. Please put your bins out on your regular service day and time. // An adjusted schedule will be circulated to reflect collection dates/times during the Christmas and Easter periods.

Total 30 marks

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.