Integrated Assessment Brief

Component Title:	Word Processing	Communications	Computer Literacy
Component Code:	3N0588	3N0880	3N0881
Level:	3	3	3
Assessment Technique	Collection of Work	Collection of Work	Skills Demonstration
& Weighting:	60%	100%	40%

Title: Writing a letter of complaint

Guidelines:

The Learner will:

- Write a letter of complaint in a suitable formal style including:
    o address of sender
    o address of recipient
    o date
    o appropriate salutation including the name of recipient (if known)
    o at least 2 paragraphs detailing the complaint
    o an appropriate closing of the letter including the name of sender
- Ensure correct spelling, punctuation and tense of all text
- Structure sentences so that the meaning is clear, concise and unambiguous
- Include an initial draft of the letter which was then subject to revision, editing and copying
- Type the final version of the letter using a word processing application, incorporating the following:
    o The orientation of the page should be portrait
    o The margins of the page should be 2cm at the top, 2cm at the bottom, 2cm at the left and 2cm at the right
    o The font used should be Calibri and 11pt
    o The body of the letter should be left aligned
    o There should be at least one appropriate example of text that is Bold and Underlined
    o The spelling and grammar check facility should be used
    o The letter should be printed and a copy included in the portfolio of assessment
    o The letter should be saved as LetterOfComplaint.doc on your memory stick

In typing the letter please ensure you include the following:
- a minimum of 50 words
- some numeric data in the form of a date and/or an amount of money
- a minimum of two symbols, for example, €, !, *, &, % etc

In typing the letter the learner should demonstrate the ability to use the caps lock, the num lock, multi function keys and cursor control. The learner should demonstrate an understanding of the role of the function keys and the application keys.

This is a sample integrated brief developed by FESS in May 2015.
It should not be used as an actual assessment instrument

On completion the learner should close the file and exit the application

Assessment Criteria:

In writing the formal letter/correspondence the Learner should demonstrate evidence of:
Communications:
- Drafting – outlining an initial form for the letter to guide how the finished document will look
- proof reading to ensure:
  - message is clear and legible
  - structure and layout of the letter is appropriate and correct
- correct punctuation and tense
- correct sentence structure

Word Processing
- setting up the page orientation and margins, as specified
- entering text using the keyboard
- using the appropriate formatting tools to ensure the text appears as was indicted in the guidelines
- using the spelling and grammar check appropriately
- saving the document in the required format
- printing a copy of the letter

Computer Literacy
- Using one software application to create a file
- Entering text
- Entering numeric data
- Entering symbols
- Using the Caps and Number Lock
- Use the multi-function keys

Submission Date: _____

I, _____, confirm that this is my own work.

Signed: _____   Date: _____