

Integrated Assessment Brief

Component Title:	Word Processing	Communications
Component Code:	3N0588	3N0880
Level:	3	3
Assessment Technique	Collection of Work	Collection of Work
& Weighting:	60%	100%

Title: Task 1: Writing a letter of complaint

Guidelines:

The Learner will:

- Write a letter of complaint in a suitable formal style including:
 - address of sender
 - address of recipient
 - date
 - appropriate salutation including the name of recipient (if known)
 - at least 2 paragraphs detailing the complaint
 - 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:**
 - **The orientation of the page should be portrait**
 - **The margins of the page should be 2cm at the top, 2cm at the bottom, 2cm at the left and 2cm at the right**
 - **The font used should be Calibri and 11pt**
 - **The body of the letter should be left aligned**
 - **There should be at least one appropriate example of text that is Bold and Underlined**
 - **The spelling and grammar check facility should be used**
 - **The letter should be printed and a copy included in the portfolio of assessment**
 - **The letter should be saved as LetterOfComplaint.doc on your memory stick**

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

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It should not be used as an actual assessment instrument

- 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 indicated in the guidelines
- using the spelling and grammar check appropriately
- saving the document in the required format
- printing a copy of the letter

Submission Date: _____

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

Signed: _____

Date: _____