

CAREER AWARD IN OFFICE ADMINISTRATION OFFICE PROCEDURES (5223) FOUNDATION LEVEL A2002

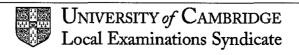
MARK SCHEME

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MARKING

TASK 1 (39 marks)

1.1 Types of work roles; own work role and responsibilities.

•	5 typical duties you carry out within Reception (accept any appropriate duties not given below (15 marks)				
	keeping reception area tidy	. 3			
	keeping visitor records	. 3			
	introducing visitors and callers	. 3			
	talking to visitors and other callers	. 3			
	making and receiving telephone calls	. 3			
	taking messages	. 3			
	maintaining sources of information, when appropriate	. 3			
	typing	. 3			
	word processing	. 3			
	using a computer	. 3			
	opening incoming mail	. 3			
	giving out brochures and sales literatures to visitors	. 3			
	filing	. 3			
	making tea or coffee for visitors	. 3			
	5 guidelines for dealing with a first time caller in reception (15 marks)				
	greet the caller promptly and in a polite and courteous manner	. 3			
	identify the best person to deal with the caller	. 3			
	contact the person concerned to find out if they are free	. 3			
	if the person is available arrange for caller to be taken to the office, or direct them appropriately	. 3			

•	Which 3 procedures to be followed if the person a visitor wishes to see is not free (9 marks)
	ask the caller if he or she is prepared to wait
	ask the caller if he or she wishes to make an appointment for another day and time3
	ask the caller if he or she would like to see someone else
	if the caller decides to wait make the caller comfortable – offering refreshments and magazines
TÆ	ASK 2 (25 marks)
2.2	2 Data security, personal identification, computer access codes, passwords.
•	Give 2 ways of preventing unauthorised access to computerised data (6 marks)
	allocation of user I.Ds
	allocation of user passwords3
	allocation of additional user I.Ds and passwords to permit access to different categories of files
	coding or encrypting data
	logging off the system when leaving the room
•	Give 1 reason why it is essential to back-up computerised data at regular intervals (4 marks)
	the time without computerised data can be detrimental to the organisation4
	recovery of data can take from one day to several weeks
	recovery of data cannot be guaranteed4
	everyday information cannot be accessed4
	updating information cannot be input4
	vital information cannot be accessed4
	it interferes with the running of the business4
	it causes much confusion among staff and customers4

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it reflects badly on the organisation's systems	s management4
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•	Give 5 examples as to now computerised data can be lost (15 marks)			
	theft of discs or cartridges	3		
thunderstorms cuts in power by the Electrical Supplier floods earthquakes				
	cuts in power by the Electrical Supplier	3		
	floods	3		
	earthquakes	3		
	fire	3		
	heavy goods, files, etc. stored on discs	3		
	any other pertinent disasters			
	any other pertinent disasters	0		
TA	ASK 3 (28 marks)			
3.′	1 Using a fax machine.			
•	List 7 points of the procedure you would follow when sending a fax (28 marks)			
	check that the document guide is set correctly for the width of the paper	4		
	check that you have made a note of the correct fax number to call			
	check which way your text should face when placed in the document holder			
	check that you know how to correct the dialled number if this becomes necessary			
	make sure that you know how to quickly remove the paper if it becomes crooked			
	or jams in the machine			
	make sure that you know how to cancel a call if you cannot get through make sure that you know how to set the machine to dial automatically			
	before pressing SEND (or a similar key) ensure that you check the telephone	4		
	number in the display panel (unless this procedure is automatic)	4		
	keep an eye on the display panel in case any fault messages are given	4		
	check that you have a verification mark on each page transmitted	4		
	check that the transmission reports 'OK'	4		

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	attach the transmission report to the fax and file appropriately	4
TA	SK 4 (8 marks)	
5.2	Telephone technique: planning telephone calls.	
•	When preparing to make a telephone call to give information to a customer to avoid giving incorrect information or making mistakes you should (2 marks)	<u>t</u>
	list all the facts to be mentioned on a sheet of paper	2
	rewrite the facts to be mentioned in logical order	2
	write the correct telephone number to ensure that you speak to the appropriate organisation	2
•_	3 things you ensure you do when speaking to the person you have called (6 marks	<u>s):</u>
	greet the person properly when they come on the line	2
	introduce yourself	2
	only give accurate information taken from the list prepared beforehand	2
	make it clear that you are calling on behalf of someone else, when this is the case	2
	state the facts you need to mention in the correct order	2
	don't speak too quickly	2
	note the person's responses on the list, alongside the relevant item	2
	write clear and legible notes so that they can be read back easily	2
	summarise the main points the other person has made before finishing the call	2
	if you made the call conclude it properly	2
	write a brief summary of the telephone conversation to pass on to the person you made the call for	2



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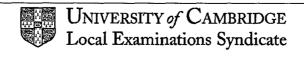
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MARKING

TASK 1 (24 marks)

- 1.1 Good work practices
- 3.1 Use a range of office equipment: computers, printers, photocopiers

•	2 good work practices that could be used to avoid paper wastage and printing time when printing from a computer (6 marks)	
	make sure the paper is correctly aligned in the printer	3
	proof read the work before printing	3
	use spell check before printing	3
	adjust the layout before printing	3
•	3 actions required when proof-reading a document (9 marks)	
	reading through the document	3
	checking the spelling	3
	using spellchecker	3
	checking the grammar	3
	checking the punctuation	3
	checking typing errors	3
	checking spacing errors	3
•	If there is a problem proof reading the screen remedy it by (6 marks)	
	printing out a draft hard copy	3
	printing out the draft hard copy and getting someone else to read it	3
•	Printed A4 documents can be enlarged by (3 marks)	
	by using the enlargement facility on a photocopier	2

TASK 2 (24 marks)

- 3.1 Use a range of office equipment: answering machines
- 5.1 Use a range of telecommunications equipment: answering machines

3 features most answering machines have (6 marks)

	announcement only	. 2
	call screening	. 2
	handset listening	. 2
	2-way recording	. 2
	The purpose of the (6 marks)	
	announcement only feature is just to give an announcement - no message can be left	. 2
	call-screening feature allows the recipient to listen and decide whether to answer the call personally	. 2
	handset listening feature allows privacy when listening to a message on tape	. 2
	2-way recording feature allows both sides of a conversation to be recorded	. 2
•	4 procedures for dealing with e-mail (12 marks)	
	check e-mail daily - if a registered user	. 3
	give the message a title/subject heading	. 3
	keep messages short and to the point	. 3
	make messages informal but businesslike	. 3
	use a person's name in the salutation, if wished	. 3
	include 'Regards' at the end of the memo, if wished	. 3
	check the content of memo carefully	. 3
	use spell check	. 3
	only print a copy if action needed	. 3
	regularly delete unwanted messages	. 3

TASK 3 (24 marks)

4.1 Store information using established storage systems: equipment

2 types of filing storage cabinets and file storage (24 marks)					
Lateral filing cabinets are	Lateral filing cabinets are				
tall steel cupboards with 2 lengthwise doors which open outwards					
Files are stored					
in rigid document folders which are lined up side by side - files are read from left to right4 (OR sfiles are tacked side-by-side along the shelves, OR suspended in folders)					
Vertical filing cabinets are					
a series of large deep drawers (usually consisting of 1, 2, 3, or 4 drawers)4					
Files are stored by					
stacking them one behind each other4 (OR in suspended folders)					
Rotary filing cabinets/circular filing cabinets are					
a circular arrangement of shelves which rotate for ease of access4					
Files are stored in					
book-type folders(OR in A4 lever arch files OR in special folders)	4				
Horizontal filing cabinets					
are a series of large shallow drawers, and are used for large or awkward sized documents, e.g. plans, etc. 4					
Files are stored by					
placing documents one on top of the other in the narrow drawers4					

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TASK 4 (30 marks)

2.1 First aid provisions

5 items that a first aid box may contain (15 marks)

	individually wrapped sterile wound dressings, in different sizes	3
	sterile water pouches	
	triangular bandages	
	safety pins	
	plastic gloves	
	cotton wool	
	a HELP card	3
•	Drugs (e.g. Aspirin, etc.) should not be in the First Aid Box because First Aiders, unauthorised personnel may use them without consideration to the consequences	5
•	First Aiders should not give drugs of any kind because (10 marks)	
	a severe reaction may occur	5
	legal action could occur if there were consequences from giving a drug	5

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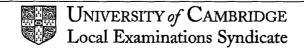
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TASK 1 (25 marks)

- 1.1 Describe job role responsibilities of administrative support staff
- 3.1 Use a range of office equipment: telephones
- 5.1 Use a range of telecommunications equipment: planning telephone calls; passing on messages accurately; polite and businesslike manner.
- 3 responsibilities that should be considered when using a telephone on behalf of your company are that you should (15 marks)

give a good impression of yourself and the organisation by being friendly, helpful and polite	.5
receive or convey information promptly and accurately	
respond quickly to urgent information	.5
prove yourself trustworthy when dealing with confidential information	5
keep cost down	.5

 Give 2 things you must prepare well in advance when planning to make a telephone call (10 marks)

rewriting the list of facts, leaving enough room for comments	5
making sure that you have the correct telephone number	5

a list of all the facts you must mention.......5

TASK 2 (47 marks)

- 2.1 Importance of health and safety procedures: recognising potential hazards, safe working practices, safe lifting, safe handling.
- 4.3 Monitoring and issuing stationery items: identify stock consumables; storage of stationery; stationery requisitions; stock records; ordering, receiving and recording new stock, manual and computerised stock records.

<u>1.</u>	Th	e accuracy of t	he stationery delivery would be (4 marks)	
	ch	ecked against t	he delivery note	2
	ch	ecked against t	he order	2
		•	y stock will be recorded either (2 marks)	
	•			
		on a manual s	stock record card	2
		or on a compu	ıterised stock record system	2
2.		acement of stat ing so (41 mar	ionery items in a tall stationery cupboard, and safety considerations for ks)	
	*	PLACEMENT (4 marks)	: Letterheads would be placed on the lower shelves not too near the bottom	4
		SAFETY: (4 marks)	They are heavy	4
		(4 marks)	If placed on the bottom shelf they could be a hazard when removing a package, due to incorrect bending technique	4
			Heavy loads are dangerous when placed at a height	4
		PLACEMENT (4 marks)	A4 envelopes would be placed just below eye level to make them easily accessible	4
		SAFETY: (4 marks)	Hazards might only occur if other items are placed on top of them and an envelope was pulled from beneath.	4
			In large numbers they are bulky and can be awkward to handle in a well stocked stationery cupboard	4
			Because of the bulk en mass, or if only one was required, storage too near the bottom of the cupboard could create injuries from bending incorrectly	<i>A</i> 1
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	0	PLACEMENT: (4 marks)	The manila folders could be placed on the bottom shelf, or on the middle shelves	4
		SAFETY: (4 marks)	They can be heavy when a number of folders are removed	4
			They are awkward to remove if partly unpacked	4
			Any metal parts on manila suspension folders could be hazardous if they cannot be seen clearly, especially when packets have been partly unpacked	4
	Ð	PLACEMENT: (4 marks)	Pencils, pens, rubber bands, paper clips, and treasury tags would be placed on the middle shelf for ease of access, in small boxes	4
		SAFETY:	They are lightweight, presenting no lifting problems	4
		(4 marks)	The would be placed in several small boxes to avoid hazards should fallen or dropped odd items be left on the floor	4
3	Staff should make stationery requests on a Stationery Requisition Form			3
4	<u>FIF</u>	O stands for:	First in, first out. The method makes sure that old stock is used first, to avoid deterioration of stationery when it is stored too long	3
5	Wh	When stock reaches the minimum figure it should be re-ordered up to the maximum level		

TASK 3 (28 marks)

4.1 Store and retrieve information using established storage systems

7 general rules of filing (28 marks)

file daily	4
pre-sort items first	4
remove paper clips and pins	4
staple related documents together	4
repair any damaged documents	4
ensure punch holes align all papers squarely	4
never guess where a document should be filed	4
if a file is too large, make it into two folders	4
do not remove folders by the tab	4
do not remove individual documents from a file	4
do not start a new file for every new name	4
avoid difficulty of access by overloading a folder	4
follow company procedures for removing dead files	4