

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

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

MARK SCHEME

These mark schemes are published as an aid to teachers and students, to indicate the requirements of the examination. They show the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

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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
filling.....	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..... 3
 - ask the caller if he or she wishes to make an appointment for another day and time..... 3
 - ask the caller if he or she would like to see someone else..... 3
 - if the caller decides to wait make the caller comfortable – offering refreshments and magazines 3

TASK 2 (25 marks)

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 3
 - allocation of user passwords..... 3
 - allocation of additional user I.Ds and passwords to permit access to different categories of files..... 3
 - coding or encrypting data 3
 - logging off the system when leaving the room 3
- 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 organisation..... 4
 - recovery of data can take from one day to several weeks 4
 - recovery of data cannot be guaranteed 4
 - everyday information cannot be accessed..... 4
 - updating information cannot be input..... 4
 - vital information cannot be accessed 4
 - it interferes with the running of the business..... 4
 - it causes much confusion among staff and customers..... 4

it reflects badly on the organisation's systems management 4

- **Give 5 examples as to how computerised data can be 'lost' (15 marks)**
 - theft of discs or cartridges..... 3
 - thunderstorms 3
 - cuts in power by the Electrical Supplier 3
 - floods..... 3
 - earthquakes..... 3
 - fire 3
 - heavy goods, files, etc. stored on discs 3
 - magnetic items placed on or near discs..... 3
 - through viruses 3
 - any other pertinent disasters 3

TASK 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 4
 - check which way your text should face when placed in the document holder 4
 - check that you know how to correct the dialled number if this becomes necessary 4
 - make sure that you know how to quickly remove the paper if it becomes crooked or jams in the machine 4
 - make sure that you know how to cancel a call if you cannot get through 4
 - make sure that you know how to set the machine to dial automatically 4
 - before pressing SEND (or a similar key) ensure that you check the telephone 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

attach the transmission report to the fax and file appropriately 4

TASK 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)
 - 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):
 - 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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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

tall steel cupboards with 2 lengthwise doors which open outwards 4
(OR a roller door that can roll to the top of the cabinet)

Files are stored

in rigid document folders which are lined up side by side - files are read from
left to right 4
(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 other 4
(OR in suspended folders)

Rotary filing cabinets/circular filing cabinets are

a circular arrangement of shelves which rotate for ease of access 4

Files are stored in

book-type folders 4
(OR in A4 lever arch files OR in special folders)

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 drawers 4

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	3
triangular bandages.....	3
safety pins	3
plastic gloves	3
cotton wool	3
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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MARKING

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 polite5
- receive or convey information promptly and accurately5
- respond quickly to urgent information.....5
- prove yourself trustworthy when dealing with confidential information5
- keep cost down5

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

- a list of all the facts you must mention.....5
- rewriting the list of facts, leaving enough room for comments5
- making sure that you have the correct telephone number5

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.

1. The accuracy of the stationery delivery would be (4 marks)

checked against the delivery note2

checked against the order2

• New stationery stock will be recorded either (2 marks)

on a manual stock record card2

or on a computerised stock record system2

2. Placement of stationery items in a tall stationery cupboard, and safety considerations for doing so (41 marks)

• **PLACEMENT: (4 marks)** Letterheads would be placed on the lower shelves not too near the bottom4

SAFETY: (4 marks) They are heavy4

If placed on the bottom shelf they could be a hazard when removing a package, due to incorrect bending technique4

Heavy loads are dangerous when placed at a height4

• **PLACEMENT: (4 marks)** A4 envelopes would be placed just below eye level to make them easily accessible4

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 incorrectly4

- **PLACEMENT:** The manila folders could be placed on the bottom shelf, or
(4 marks) on the middle shelves.....4
 - SAFETY:** They can be heavy when a number of folders are removed4
(4 marks) 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
 - **PLACEMENT:** Pencils, pens, rubber bands, paper clips, and treasury tags would
(4 marks) be placed on the middle shelf for ease of access, in small boxes4
 - SAFETY:** They are lightweight, presenting no lifting problems4
(4 marks) They 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 Form3
- 4 FIFO 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 long3
- 5 When stock reaches the minimum figure it should be re-ordered up to the maximum level3

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