

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

CAREER AWARD IN
OFFICE ADMINISTRATION
COMMUNICATION AND TASK MANAGEMENT
FOUNDATION LEVEL
5222/A A2002

PRACTICAL ASSESSMENT SET

(6 pages including this cover)

This set comprises:

For the Tutor

- Tutor Guidelines (1 page)

For the Candidate

- Practical Assessment Task Sheets, including Guidelines to Candidates (4 pages)

Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations before arranging for your candidates to be assessed.



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

These Tutor Guidelines consist of 2 printed pages.

TUTOR GUIDELINES

This sheet is for tutor reference only and should not be distributed to candidates.

Time Allowed: 1½ hours, including 10 minutes reading and preparation time.

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 1 This practical assessment has a scenario, setting the context in which tasks are to be achieved, followed by **four** work-related tasks.
- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
- 3 Before the assessment begins candidates should be provided with planning paper and either plain white paper or templates for retrieval. Where templates are supplied candidates must be provided with the relevant information for retrieval.
- 4 Ensure that candidates have several black or blue pens or biros available (**not** red or pale blue), together with a soft rubber, pencil, pairs of compasses and rulers, before entering the examination room.

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PRACTICAL ASSESSMENT: 5222/A A2002
TIME ALLOWED: 1½ hours including 10 minutes reading
and preparation time

INSTRUCTIONS TO CANDIDATES

Read the Guidelines to Candidates carefully before attempting any of the tasks.

Ensure that your name, Centre number and candidate number are written or typed at the top of each separate piece of paper used.

You must attempt all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

You may use calculators, calendars, pairs of compasses, rulers, English and mother-tongue dictionaries, thesauruses, spell checkers and manufacturers' manuals during the assessment.



UNIVERSITY *of* CAMBRIDGE
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This question paper consists of 4 printed pages.

GUIDELINES TO CANDIDATES

The following guidelines will help you to be successful in your assessment:

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SCENARIO

Your supervisor has asked you to give Yoko, a new junior administrator, all the help she may need.

Today Yoko has left the following messages in your in-tray:

TASK 1

I was asked to prepare the following letter. When I showed it to the supervisor she said: 'We can't send that! Look at other letters in the files and carefully think how you can rewrite it in a more businesslike fashion and, please, use a dictionary!'

Please help me. I don't understand what I've done wrong. I was told to write a letter to the suppliers to ask them whether they intend to deliver the goods or not, because they have ignored all previous letters requesting delivery of this outstanding order.

Instructions to candidate:

The letter below contains a number of errors. List 5 of these.

<p>LETTERHEAD</p> <p>Ute Gaingos, Managing Director, Wholesale Suppliers, 145 Tin Kwang Road, Shatin N.T. Hong Kong.</p> <p>Dear Sir,</p> <p>The delivery that you keep promising has still not arrived. Please let us know wether you will be delivering this order or not.</p> <p>Yours faithfully,</p>

TASK 2

My supervisor tells me that you are going to help with the writing of memos and letters next week.

In preparation for this:

1. Give one important difference between a letter and a memo.
2. What are 2 advantages of sending memos?

TASK 3

Today the supervisor told me that I need to use some 'open and closed questions' when speaking to people.

1. What is open questioning, and when should I use it?
2. What answers will I get when I use closed questioning?
3. Is closed questioning helpful when I want to negotiate, or seek information?
4. How can I make a closed question into an open question?

TASK 4

I understand the importance of team objectives, but am unsure about the 'co-operation' and 'co-ordination' needed for teamwork.

1. What does co-operation involve?
2. Which 4 key words can summarise what co-ordination involves?
3. Please explain why you have chosen each of these 4 key words.
4. Why is co-ordination so important for teamwork?

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PRACTICAL ASSESSMENT: 5222/B B2002
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INSTRUCTIONS TO CANDIDATES

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SCENARIO

You work in a large organisation and your senior administrator, Fatma Jameel, has told you that a group of 15-year-old pupils is visiting various departments next week. She has asked you to be well prepared for questions the pupils may ask.

She also wishes to place a memo on the Notice Board explaining techniques for dealing with interruptions.

TASK 1

- Give 2 advantages of e-mail over memos.
- Give 3 other advantages of e-mail.
- Give 4 procedures for using e-mail.

TASK 2

Good communicators are essential for all businesses. Two aspects which contribute to good communication skills are knowing how to listen and being positive in our replies.

- Give 2 reasons why listening is difficult.
- Give 3 ways in which we can improve our listening skills.
- Give 3 examples of positive behaviour.

TASK 3

Your job role requires you to make and receive many requests. I think it would be helpful if you explained how you are able to do this well.

- Give 3 ways in which you deal effectively with requests which you receive.
- Give 3 guidelines for making requests.

TASK 4

I would like to put a memo on our Notice Board about how to deal with interruptions effectively.

- Write a short memo to me, giving 3 guidelines for dealing with interruptions when you are busy.
- Make sure that when writing your memo you use the principles of communication.

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SCENARIO

As a junior administrator in a publishing company, you are responsible to Sobia Amin, Senior Administrator. Today she has left the following notes in your in-tray:

TASK 1

- The following order is now seriously overdue.

You must use plain A4 paper, with a top margin of about 7.5 cm to allow for the letterhead.

Prepare a letter to:

Mr Merve Habib, Paper Supply Services, 206 Shohada-E-Jandamari,
206 Enghelab Avenue, Tehran, Postal Code 311146, Iran.

Refer to our order number 00 972 2 22220 dated (*insert a date of 2 months ago*). The order was for 250 reams of finely ridged A4 bond, and a 7-day delivery was quoted.

Explain that we are suffering delays to our work, because they have not delivered the order and that we wish them to resolve the matter.

- Make sure that you apply all principles of written communication to writing the letter.

TASK 2

Today you need to help with incoming calls and reception duties because one of the regular receptionists is off sick. You will also be expected to find time to do the following tasks.

- produce 2 urgent letters, ready for signature by midday
 - produce a Notice, ready for display in the foyer by 1400 hours
 - update your diary for the next two weeks, ready for discussing with Sobia tomorrow at 0900 hours
 - make mid-morning coffee/tea for reception staff
 - make mid-afternoon coffee/tea for reception staff
 - make coffee/tea for visitors, when required
 - tidy magazines and tables late morning and mid-afternoon
 - sort invoice and statement copies ready for filing tomorrow.
- Prepare an Action Plan, with the headings below, to prioritise your tasks. (*Use the 'Notes or Reminders' column to explain why you have given a task a particular priority.*)

TASK TO DO	PRIORITY LEVEL	NOTES or REMINDERS

TASK 3

We have a new junior starting next week. Please provide a checklist with 8 points for her to follow when answering the telephone.