

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN
OFFICE ADMINISTRATION
OFFICE PROCEDURES (5243)
ADVANCED 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.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

MARKING

TASK 1 (20 marks)

- 1.1 Methods to ensure an efficient workflow; analysing resource needs; office layout
- 1.2 Legal and regulatory requirements relating to workplace physical conditions

- The main advantage of an open plan or landscaped office is that (5 marks)
the workflow can be planned more easily 5
- A main objective when organising the workplace to suit the workflow should be to (5 marks):
organise your own work area and that of your manager to ensure maximum efficiency 5
to ensure that your staff's working area ensures maximum efficiency 5
- 5 principles to be kept in mind when planning or attempting to plan the positioning of furniture, fittings, and equipment (5 marks)
all legal requirements are fulfilled 5
space used to the best advantage 5
there are appropriate services (i.e. telephones, lighting, heating, power, etc.) 5
movement between areas is easy 5
noise is kept to a minimum 5
noisy machinery or equipment is re-located 5
noisy machinery or equipment is isolated 5
the final result looks attractive and welcoming 5
- 3 types of space required in an office environment (15 marks)
work in progress 5
equipment necessary to carry out the work 5
adequate storage space for:
 1. consumables 5
 2. receiving work 5
 3. the completed work 5

TASK 2 (30 marks)

1.1 Activity scheduling; time scheduling; diaries; time allocation; time management; prioritising.

• 10 key points to be considered when scheduling appointments (30 marks)

It is not only your boss's time that needs to be considered when making appointments, other people's time also need to be considered	3
Must consider time of day, road conditions, weather conditions	3
Must be realistic when estimating time required for an appointment	3
Must not be over optimistic in the time required for an appointment	3
It is best to over-estimate the time required for an appointment rather than to under-estimate	3
Too much time between appointments is better than too little time	3
Only overbook if absolutely unavoidable	3
Try to keep a block of time for you and your boss to get on with your own work.....	3
Try to keep a block of time for thinking and reflection	3
Ensure co-ordination between diaries	3
Use reminder devices to remind you to move appointments already entered, e.g. highlighting	3
Use reminder devices such as coloured pens, asterisks, sparingly - to avoid confusion	3

TASK 3 (36 marks)

- 1.2 Legal requirements relating to work practices, methods and physical conditions; personal safety; employer's responsibilities; employee's responsibilities
- 2.1 Monitoring the implementation of organisation's safety policy
- 3.2 Inform and consult to implement administrative procedures; ways and means of implementing new or revised procedures
- 3.3 identify legal and regulatory requirements

1 Three reasons why it may be better to inform people about decisions made, or procedures to be followed, rather than to consult with them (18 marks):

- When following expert specialist advice and no-one else has as much legal expertise on the matter 6
- When legal requirements are laid down 6
- When too many people would be involved to make consultation meaningful or appropriate 6
- When a procedure is imposed from above, i.e. from higher authority or an external organisation (i.e. the government) 6
- When there is nothing anyone can do about it (e.g. building has to be pulled down) 6
- When the procedure is fairly routine and basic and the timescale extremely short 6

2 3 golden rules to keep in mind when informing people about decisions made, or procedures to be followed (18 marks)

- If necessary, make it clear why they are being informed instead of consulted 6
- Set out the information clearly and unambiguously - preferable in writing 6
- Make it clear whether the procedure is recommended, suggested or prescribed 6
- Make it clear what the consequences are if people do not follow the procedure 6
- Be prepared to answer questions 6

TASK 4 (14 marks)

3.1 Effectively maintain and evaluate straightforward administrative systems; storage

1 2 guidelines concerning the length of time a document should be kept depends on (8 marks)

- what it is and what it relates to 4
- whether there is a legal requirement for its retention 4

2 3 things that might happen to documents after a certain length of time, when a company retention policy is operated: (6 marks)

They may be:

- retained in the current file 1

OR

transferred to a dormant file..... 1

OR

transferred to long term storage 1

OR

destroyed 1

confidential files destroyed through a shredding machine 2

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

CAREER AWARD IN
OFFICE ADMINISTRATION
OFFICE PROCEDURES (5243)
ADVANCED LEVEL
B2002

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.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

MARKING

TASK 1 (50 marks)

- 1.1 Identify colleagues work role.
- 3.1 Reception of visitors.
- 3.2 Inform and consult colleagues.
- 3.2 Suggested procedures; method; questionnaires, interviews, recording and analysing information/feedback provided, report to management, monitor and review
- 3.3 On the job training; support notes; follow-up support system.

1. Preparation of a simple step-by-step procedure checklist for Reception Staff containing at least 10 of the following steps (appropriate alternatives permitted) (21 marks)

Checklist headed 'Company procedure for greeting visitors'	1
• <u>Step-by-step procedures to be contained in checklist:</u>	
Greet visitor/s courteously and in a businesslike manner	2
Identify whether or not a visitor has an appointment	2
If visitor has an appointment identify the name of person to be visited	2
Ask visitor to complete the Visitor Book	2
Inform member of staff by telephone of the visitor's arrival	2
Check that all sections of the Visitor's Log have been completed	2
Tear off bottom copy of Visitor's Log (top copy only) and hand to visitor (becomes the official pass)	2
Advise the visitor that the 'pass' must be handed back to reception upon departure	2
Ask visitor to wait in reception until collected by a member of staff	2
Telephone member of staff if visitor is still in Reception after, say, 7-10 minutes	2
Collect 'pass' when visitor departs	2
At end of day check that the number of 'passes' handed in matches the total number of visitors whom visited the building	2
If number of 'passes' handed in does not match the total numbers who visited the building inform your Line Manager	2

2 When deciding to introduce or modify an office procedure the first consideration should be (5 marks)

to consider the needs of the people who will have to follow it, i.e. the users 5

OR

to think about who else may be affected by the changes 5

3 8 methods which might be used to follow-up the Implementation of modified office procedures (16 marks)

interviewing staff 2

questionnaires 2

recording and analysing information 2

providing opportunities for staff to give their points of view 2

ensuring that any help needed is available 2

observation of procedures 2

non-emotive feedback 2

objective feedback 2

face-to-face positive feedback to staff containing enough information for it to improve problem areas 2

feedback which is neither critical or negative 2

face-to-face problem solving in conjunction with staff 2

prompt and systematic feedback 2

guidance where necessary 2

feedback to management 2

modification where found to be necessary 2

4 4 reasons why it is sometimes better to use a consultative approach when planning the introduction of a new or modified administrative procedure (8 marks):

generally, several heads are better than one, when it comes to new ideas and suggestions 2

it is useful to draw on as much expertise as possible 2

insight into a particular course of action might be gained 2

people who are involved in something everyday have first hand knowledge of what should be done 2

your boss may not be happy if you formulate plans for new procedures without involving him or her in the consultation stage - less support may be forthcoming 2

staff in other departments or other people you work with may have useful contributions 2

users are more inclined to follow a procedure if they feel they have been consulted beforehand 2

users are more inclined to follow a procedure if they feel they have contributed to it being drawn up 2

TASK 2 (24 marks)

1.1 Activity scheduling; time scheduling; diaries; time allocation; prioritising.
5.1 Organising meetings; informal meetings; arrange provision of facilities; organise and collate information.
5.2 Support required for meetings.

1 Meeting arranged for 1615 to 1745 hours 5

2 5 factors affecting your choice of meeting time (5 marks)

Two participants unavailable between 0900 to 1200 hours 1

One participant has an appointment between 1300 and 1400 1

Personnel Manager is interviewing between 1400 and 1600 1

I.T. Manager will not be free until 'after' 1530 hours (this *could* indicate anything from 1530 onwards) 1

Therefore a time after 1615 would fit in with all participants, enabling the meeting to finish by 1745 hours 1

This also gives the Personnel Manager time to collect any necessary papers and to get to the meeting promptly 1

The period between 12-1 is too short 1

Confirmed that the Sales Manager's luncheon appointment was 1300-1400 1

7 additional actions needed to be taken once meeting time has been selected (14 marks):

Confirm the time with boss	2
Check with boss where meeting is to be held	2
Check if any documentation requires preparation	2
Check if refreshment to be provided.....	2
Diarise your own and your boss' diary.....	2
Delay any personal appointments until after 1815 hours	2
Provide written confirmation of date and time with each Manager	2
Organise relevant documentation.....	2
Arrange to make yourself available to take notes at the meeting.....	2

TASK 3 (26 marks)

- 1.1 Identify colleagues' responsibilities.
- 1.2 Enforcement of any relevant data protection.
- 2.1 Maintain a secure workplace; computer based passwords, restriction of access levels; positioning of VDUs
- 2.2 Regular reporting and checklisting
- 3.2 Inform and consult colleagues.
- 3.3 On the job training; support notes; follow-up support system.

• 1 recommendation

Name a member of staff with overall responsibility for monitoring computer based information security..... 5

• 7 item items which could be used on a checklist for security procedures for computer based information (alternative answers acceptable) (21 marks)

Review siting of all equipment	3
Site equipment where access can be restricted to authorised personnel	3
Position printers so that they cannot be seen by visitors	3
Make sure that the operator can blank VDU screens out if someone walks by	3
Store disks in secure lockable containers	3

Restrict access to computer files by the use of:

computer levels of access	3
passwords	3
limit the number of access attempts	3
enforce the regular changing of passwords	3
monitor access to sensitive information	3
establish back-up procedures to ensure that data can be recovered in the event of accidental loss or damage	3
keep backup of important data in secure storage	3
establish firm procedures for the distribution, storage and disposal of printed output/hard copy	3

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

CAREER AWARD IN
OFFICE ADMINISTRATION
OFFICE PROCEDURES (5243)
ADVANCED LEVEL
C2002

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.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.



UNIVERSITY *of* CAMBRIDGE
Local Examinations Syndicate

MARKING

TASK 1 (10 marks)

3.2 Review and develop straightforward administrative procedures: Inform and consult colleagues.

- 3 potential problems and dangers with the consultative approach are (15 marks)

Some people do not like to be seen as 'knowing nothing', or to be known as non-contributors. They may therefore make suggestions which are unhelpful, or negative. 4

Consultation is time-consuming - especially if you want to give everyone involved an equal say in the matter..... 4

You may end up with a dozen conflicting suggestions 4

People get annoyed when their suggestions are discarded - and may sabotage the new procedure, which contains other people's ideas 4

TASK 2 (43 marks)

1.1 Identify and apply methods to ensure an even workflow: prioritising; identifying own responsibilities and colleagues; organisation of the workflow; activity scheduling.

3.2 Review straightforward administrative procedures: prescribed; method; agree objectives; examine procedure.

4.1 Undertake research: describe primary and secondary research; sources of information.

4.2 Researched information: provide for confidentiality.

- 1 5 main points to bear in mind when dealing with confidential information after research (15 marks)

Any sensitive documents should be returned to their source3

Sensitive documents should never be left laying on a desk (even overnight)3

Draft documents (handwritten or word-processed notes) should be shredded3

The completed report or documents should be put into a file.....3

Each report or documents should be numbered and the number issued should correspond to the number of files3

There should be a limited distribution list.....3

Files should be distributed in sealed envelopes - preferably by hand with a trusted courier3

Use 'top secret', 'limited distribution', stamps or stickers on top of all such documents or files.....3

Ensure that such files are not used or carried in public areas3

2 Primary research (6 marks)

- Primary research is original research - where you have to find out and collate information which does not yet exist in that particular form2
- It is sometimes known as 'field research'1
- 3 methods of primary research are: questionnaires1
 - surveys.....1
 - interviews1

3 Secondary research (9 marks)

- Secondary relates to accessing information which already exists - either inside or outside the organisation.....2
- It is sometimes known as 'desk research'1
- 5 sources of information for secondary research include:
 - computer databases1
 - CD-ROMS.....1
 - office files1
 - reference books1
 - journals1
 - newspapers.....1

4 2 reasons for setting objectives when starting to plan research is to (4 marks)

- give direction2
- place limits on the specific objectives set2
- identify who can be asked for advice2

5 An abstract journal differs from a journal because (6 marks)

- it gives a concise version of an original document together with full details of where the full version is located3
- it is used instead of a journal to reduce the time and effort required needed for referring to journals.3

6 A database or index journal differs from an abstract journal (3 marks)

- in that whilst it is similar to an abstract journal it normally only contains references and avoids the time taken to manually search through journals.3

TASK 3 (19 marks)

4.1 Videotext systems.

6.1 Arranging travel and accommodation: monetary arrangements and methods of obtaining money; visas, information on formalities.

1. To find out the current exchange rate for a country:

- read the morning newspapers1
- telephone the Bank1
- watch Ceefax1
- watch Teletext1

- 2. Banks usually charge a commission on the money they change per transaction (i.e the more money you change at once the better it is).....3
- 3. It is usually more cost effective to buy on credit abroad because the best rate is usually that negotiated by credit card Companies3
- 4. A travel agency can obtain a Visa on another person's behalf3
A passport would need to be handed to the travel agent for that purpose3
- 5 The Visa would be stamped on a passport page and clearly state the date of expiry3

TASK 4 (18 marks)

6.1 Travel arrangements: insurance

- 4 reasons why a card protection service policy would be recommended (18 marks)

BECAUSE IT USUALLY OFFERS:

- cover for fraudulent use before notification of credit card loss4
- the facility to make reverse charge calls from all over the world4
- an emergency cash advance worldwide4
- a replacement airline ticket (to be repaid later).....4
- the facility to record details of other valuables, i.e. passports, share certificats, etc, in case of loss or theft4

- Not all credit card protection services offer the same facilities. The facilities vary from one Company to another.2

TASK 5 (10 marks)

5.2 Administrative support required at meetings: participants

• 5 attributes required of participants at a meeting (10 marks):

an effective participant	2
knowledgeable	2
interested	2
prepared to contribute	2
able to keep to the point.....	2
listen to other points of view.....	2
prepared to do some work outside the meeting (concerned with the meeting)	2
clear about what has been decided	2
clear about whether or not they have made known their agreement or disagreement to decisions	2