

**CAMBRIDGE**  
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN**  
**OFFICE ADMINISTRATION**  
**COMMUNICATION AND TASK MANAGEMENT**  
**ADVANCED LEVEL**  
**5242/A A2002**

**PRACTICAL ASSESSMENT SET**

**(5 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 (3 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.**



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Local Examinations Syndicate

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**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: 2 hours, including 10 minutes reading and preparation time.**

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

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- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
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Hand in all your work at the end of the assessment.

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## SCENARIO

As a senior administrator in a large Personnel Department, your duties include the preparation of material for staff development programmes. Your in-tray contains the following tasks:

### TASK 1

The following material is needed for the next 'Communication Workshop'. Please prepare:

1. a checklist containing 8 DOs and 8 DON'Ts, to be used by staff when composing letters
2. 7 guidelines to be used when writing letters to be sent overseas
3. a brief statement saying why slang should not be used when writing memos and e-mails.

### TASK 2

Team leaders feel they could benefit from a workshop on techniques for handling difficult team members. Please give:

- 5 suggestions for handling aggressive behaviour
- 5 suggestions for handling negative behaviour.

### TASK 3

Please provide a handout on how to improve sales technique.

- Give 3 main approaches to negotiation.
- Give the purpose of each approach.

### TASK 4

- Briefly comment on the reliability of non-verbal language.
- Give 2 occasions when you might use non-verbal language in a face-to-face situation.

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## SCENARIO

As Personal Assistant to the Managing Director of a large sales organisation you have been asked to provide potential reasons or solutions for the problem areas outlined below. These will be discussed at next week's Sales Team Meeting.

Prepare notes for the Managing Director to consider before the meeting.

### TASK 1

(a) Your Managing Director complains that he is tired of hearing the whispered phrase:

"My boss sets such unrealistic goals!"

- Give 3 statements which describe what the Sales Staff are really saying.
  - Give one reason, for each statement, which explains why such a statement may be made.
- (b) What is likely to happen if a team finds it difficult to achieve its primary goal?
- (c) What is likely to be the result when the team's primary goal is broken down into smaller goals?
- (d) Give 4 qualities required by team leaders and/or team members to ensure a team is successful.

### TASK 2

The Managing Director is concerned at the non-productive and chaotic way in which the Sales Team works.

- List 6 points for controlling and solving problems when involved in a team task.
- Briefly describe how you would decide the best method to collect information about the Sales Team's working practices.
- List 4 types of charts which can be used for data display.
- Briefly explain what will determine the type of chart used.
- Give 3 advantages of using data display rather than tables of raw data.

### TASK 3

The Sales Team is having problems effectively organising the project that the Managing Director and Sales Manager have set.

- Give 2 main limitations of project planning.
- List 4 requirements of project planning.

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## SCENARIO

You are a senior administrator to the Head of Business Studies in a large college. Recently he has developed strong links with local businesses that require in-house training sessions on a variety of topics. He requires you to assist in the preparation of support material.

Today the following tasks are in your in-tray.

### TASK 1

COMPANY A has requested a short course on effective team building.

1. Produce a list giving 6 ways in which feedback can be given to teams.
2. How often should team members receive feedback? Explain your answer.

### TASK 2

COMPANY B is seeking to improve the letter-writing skills of its staff.

1. Give 4 points illustrating what badly composed letters tell the receiver about the author and/or the organisation.
2. Which 4 features of poorly composed **memos** can affect relationships between colleagues?

### TASK 3

COMPANY C has requested a session on Agendas.

- Prepare an Agenda with 10 items, which could be discussed at the first team meeting of a newly created team. (Your Agenda layout should follow good business practice.)

### TASK 4

COMPANY D would like staff teams to make more use of Action Plans.

1. Describe the purpose of an Action Plan, and its main benefit.
2. Give 10 guidelines for the successful preparation of an Action Plan.