

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Foundation Level

SHORTHAND

5224/A

Optional Module: Practical Assessment

2003

TUTORS' NOTES

1 hour 15 minutes

READ THESE INSTRUCTIONS FIRST

This set comprises:

For the Tutor
Tutor Guidelines
Dictation Sheets

For the Candidate
Instructions to Candidates
Guidelines to Candidates
Candidate Information Sheet

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.

This document consists of **6** printed pages.

© CIE 2003



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

TUTOR GUIDELINES

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

Total Time Allowed: 1¼ hours

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

- 1 Give each candidate a copy of the Guidelines to Candidates and a Candidate Information Sheet.
- 2 Candidates must be given **5** minutes to read the Candidate Information Sheet and to make any notes they wish. They will need to refer to this Sheet throughout the assessment.
- 3 **Three** passages must be dictated at **60 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read.
- 5 Each passage is counted into ¼ minute, ½ minute, ¾ minute and 1 minute sections, indicated by (¼) (½) (¾) (1) etc.
- 6 A one-minute break should be allowed between passages and at the end of the dictation.
- 7 Clearly indicate to candidates when you are ready to start the dictation.
- 8 An invigilator should be present to check all timings and words dictated.
- 9 Candidates must transcribe all **three** passages within **1 hour** - the time allowed for transcription.

DICTATION SHEETS**TIME ALLOWED FOR TRANSCRIPTION - 1 HOUR****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND FOUNDATION LEVEL
(60 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **60 wpm**.

The first passage is **2 minutes** long and is a *letter*.

There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a *memo*.

There will be another pause of **1 minute** before the final passage. The final passage is **2 minutes** long and is a *report*.

TASK 1 – Letter. The full address is given on the Candidate Information Sheet.

Dear Miss Khalil

We are very pleased to offer you the post of Office Supervisor ($\frac{1}{4}$) in the Sales Department. **(full stop)** You will commence your new job on the first ($\frac{1}{2}$) Monday of next month. **(paragraph)**

At present our Legal Department is preparing your Contract of ($\frac{3}{4}$) Employment. **(full stop)** You should receive this within the next few days. **(full stop)** The **(1)** Contract will include all the details of your employment such as hours of work. **(full ($1\frac{1}{4}$) stop)** Your Job Description lists all your duties and will be sent to you as ($1\frac{1}{2}$) a separate document next week. **(paragraph)**

We look forward to working with you and hope ($1\frac{3}{4}$) you will be very happy in your new job. **(full stop)**

Yours sincerely

Personnel Director **(2)**

[ONE MINUTE BREAK]

TASK 2 – Memo to Ahmed Salama from Naim Bhattie

I have today written to Samina Khalil confirming her appointment as Office Supervisor in the (¼) Sales Department. **(full stop)** She will start work at the beginning of next month. **(paragraph)** (½)

You will no doubt remember that we decided to change the Dublin Room into an (¾) office for this new employee. **(full stop)** The room has been empty for some time **(1)** and therefore needs a great deal of work. **(full stop)** A new window and carpets **(1¼)** will be needed. **(full stop)** A new computer connected to our network will also be **(1½)** required. **(full stop)** Please make sure work is completed as soon as possible. **(paragraph)**

It **(1¾)** is very important that everything is in place before Samina commences her duties. **(full stop)**
(2)

[ONE MINUTE BREAK]

TASK 3 – Report headed NEW APPOINTMENTS

I am very pleased to be able to report that we have now appointed all ($\frac{1}{4}$) the staff we need for the recent expansion of our business. **(paragraph)**

Samina Khalil will ($\frac{1}{2}$) start work with us next month. **(full stop)** She has accepted the post of Office ($\frac{3}{4}$) Supervisor. **(full stop)** We had tried to appoint Samina to a management position in the **(1)** past. **(full stop)** However, at that time she was not able to take a job ($1\frac{1}{4}$) with us. **(full stop)** I am delighted to welcome her and I have no doubt ($1\frac{1}{2}$) she will be a valuable member of the sales team. **(paragraph)**

I am also very ($1\frac{3}{4}$) pleased to tell you that several members of our staff have been promoted. **(full stop) (2)**

[THAT IS THE END OF THE DICTATION]

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Foundation Level

SHORTHAND

5224/B

Optional Module: Practical Assessment

2003

TUTORS' NOTES

1 hour 15 minutes

READ THESE INSTRUCTIONS FIRST

This set comprises:

For the Tutor
Tutor Guidelines
Dictation Sheets

For the Candidate
Instructions to Candidates
Guidelines to Candidates
Candidate Information Sheet

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.

This document consists of **6** printed pages.

© CIE 2003



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

TUTOR GUIDELINES

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

Total Time Allowed: 1¼ hours

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

- 1 Give each candidate a copy of the Guidelines to Candidates and a Candidate Information Sheet.
- 2 Candidates must be given **5** minutes to read the Candidate Information Sheet and to make any notes they wish. They will need to refer to this Sheet throughout the assessment.
- 3 **Three** passages must be dictated at **60 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read.
- 5 Each passage is counted into ¼ minute, ½ minute, ¾ minute and 1 minute sections, indicated by (¼) (½) (¾) (1) etc.
- 6 A one-minute break should be allowed between passages and at the end of the dictation.
- 7 Clearly indicate to candidates when you are ready to start the dictation.
- 8 An invigilator should be present to check all timings and words dictated.
- 9 Candidates must transcribe all **three** passages within **1 hour** - the time allowed for transcription.

DICTATION SHEETS**TIME ALLOWED FOR TRANSCRIPTION - 1 HOUR****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND FOUNDATION LEVEL
(60 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **60 wpm**.

The first passage is **2 minutes** long and is a *letter*.

There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a *memo*.

There will be another pause of **1 minute** before the final passage. The final passage is **2 minutes** long and is a *report*.

TASK 1 – Letter. The full address is given on the Candidate Information Sheet.

Dear Mrs Firth

Thank you for your letter which I received today. **(full stop)** I ($\frac{1}{4}$) was very sorry to hear of the problems you have experienced with the Audio System ($\frac{1}{2}$) which you recently purchased from our branch in Bideford Street. **(paragraph)**

I have today arranged ($\frac{3}{4}$) for our Senior Service Engineer to call on you. **(full stop)** He will be able **(1)** to examine the system. **(full stop)** If he is unable to repair it at your ($\frac{1}{4}$) home immediately, he will leave a new machine for your use. **(paragraph)**

I regret the ($\frac{1}{2}$) difficulties you have had with our staff in the Customer Services Department. **(full stop)** I ($\frac{1}{4}$) will write again when I have looked into these. **(full stop)**

Yours sincerely

Managing Director **(2)**

[ONE MINUTE BREAK]

TASK 2 – Memo to Narinder Rai from Sobia Bashir

I write to confirm our telephone conversation of this morning. **(full stop)** I would like **(1/4)** you to contact a number of local companies which can offer training in customer care. **(1/2) (full stop)** Please deal with this matter yourself as it is very important. **(paragraph)**

All **(3/4)** the Customer Services staff must attend this training in customer care, no matter how long **(1)** they have been working for our company. **(full stop)** Everyone in the department must follow **(1 1/4)** this rule. **(paragraph)**

Please produce a report with your recommendations before the end of next **(1 1/2)** week. **(full stop)** All the costs and a possible budget for this training should be **(1 3/4)** included. **(full stop)** Please remember that this is a very urgent matter indeed. **(full stop) (2)**

[ONE MINUTE BREAK]

TASK 3 – Report headed STAFF TRAINING

I report that, as requested, a number of training companies were contacted. **(full stop)** These **(¼)** are local firms and would be able to start the training immediately. **(paragraph)**

A company **(½)** which seems to offer everything we require is Norris and Chu. **(full stop)** They are **(¾)** able to come to our offices to carry out the training. **(full stop)** They have **(1)** a great deal of experience. **(full stop)** Their reputation within the field of customer care **(1¼)** training is extremely high. **(full stop)** I visited their premises last week and was very **(1½)** impressed with their facilities. **(full stop)** Their staff are very professional indeed. **(paragraph)**

I highly **(1¾)** recommend that the directors meet with Philip Chu within the next few days. **(full stop)**
(2)

[THAT IS THE END OF THE DICTATION]