

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Standard Level

COMMUNICATION AND TASK MANAGEMENT

5232/A

Core Module: Practical Assessment

2003

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

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

This document consists of **3** printed pages.

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Local Examinations Syndicate

GUIDELINES TO CANDIDATES

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

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

SCENARIO

In your role of administrator, you are required to keep a list of office procedures and information for members of staff.

Today your supervisor has asked you to prepare reminders for the following tasks.

TASK 1

- Identify **three** things that a team leader should ensure that team members know, in order for the team to be effective.
- Give **two** ways in which the team leader can treat team members as individuals.
- Give **three** ways in which the team leader can motivate team members.

TASK 2

- List **four** disadvantages of written communication.

TASK 3

- Identify **three** key points you would give to a junior administrator when advising him/her how to make effective telephone calls.
- Give **three** ways in which you could indicate positive behaviour when communicating on the telephone.

TASK 4

- Give **six** practical guidelines for sending e-mails.
- E-mails are informal but they are still business documents. Give **four** rules you should follow when writing e-mails.

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SCENARIO

Your supervisor has left the following tasks in your in-tray in preparation for next week's staff induction sessions.

TASK 1

- Give **five** guidelines to be used when writing letters.
- Give **one** reason for each guideline given.

TASK 2

- What is the main responsibility of a team leader?
- Name **one** important skill a team leader should have.
- Give **two** examples of what each of the following phrases and words tell team members about their team leader's attitude towards them:
 - "What is your opinion?"
 - "Thank you."
- Give **two** examples of how using these expressions might affect team members.

TASK 3

- Give **four** effective ways of dealing with requests.
- Give **three** effective ways you can make requests.