

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Standard Level

**OFFICE PROCEDURES**

**5233/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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UNIVERSITY of CAMBRIDGE  
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

Your supervisor likes to ensure that all staff in her department keep up to date with in-house procedures and new technology. Today she has left the following tasks.

### TASK 1

- List **eight** reasons for accidents in the workplace.
- List **two** ways of reporting accidents.

### TASK 2

Briefly explain:

- the purpose of using a file index system
- why and how files are cross referenced
- why it is necessary to have a file retention policy
- how a filing system is thinned out.

### TASK 3

- What do the letters ISDN stand for?
- What is the advantage of using ISDN compared to using a telephone line?
- List **three** items that ISDN can transmit quickly.
- List **three** ways in which ISDN can be used.

### TASK 4

- List **four** important points to remember when making entries in a diary.
- List **four** planning aids (excluding diaries).

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**SCENARIO**

You work as an administrator in the general office of a very large manufacturing organisation.

In preparation for a meeting with your supervisor you have the following tasks.

**TASK 1**

- List **five** ways in which you can help to make your work environment a pleasant and safe place to work in.

**TASK 2**

- Computer files have not been regularly backed-up and the system has crashed. Give **five** examples of the effect this could have on the organisation.

**TASK 3**

- Give **two** reasons why the reception area is important to an organisation.
- Give **six** ways in which the receptionist can make sure that visitors feel welcomed in the reception area.
- Give **six** ways in which the receptionist can help make the reception area a comfortable place.

**TASK 4**

- Name **six** business documents used in the buying and selling of goods.