

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Standard Level

SHORTHAND

5234/A

Optional Module: Practical Assessment

2003

TUTORS' NOTES

1 hour 30 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.

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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: 1½ 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 **80 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read. Candidates are required to insert only the essential comma in Task 3, but will not be penalised for the insertion of other appropriate commas.
- 5 Errors of agreement are included in the dictation; these are underlined and should be dictated as shown for candidates to correct.
- 6 Each passage is counted into $\frac{1}{4}$ minute, $\frac{1}{2}$ minute, $\frac{3}{4}$ minute and 1 minute sections, indicated by ($\frac{1}{4}$) ($\frac{1}{2}$) ($\frac{3}{4}$) (1) etc.
- 7 A one-minute break should be allowed between passages and at the end of the dictation.
- 8 Clearly indicate to candidates when you are ready to start the dictation.
- 9 An invigilator should be present to check all timings and words dictated.
- 10 Candidates must transcribe all **three** passages within **1¼ hours** - the time allowed for transcription.

DICTATION SHEETS**TIME ALLOWED FOR TRANSCRIPTION – 1¼ HOURS****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND STANDARD LEVEL
(80 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **80 wpm**.

The first passage is **2½ 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 **2½ minutes** long and is a **report**.

TASK 1 – Letter to Mr P J Bibi

Dear Mr Bibi

Thank you for your letter of yesterday. **(full stop)** I was sorry to hear that your holiday ($\frac{1}{4}$) in London had been such a disappointment. **(full stop)** I have already asked for a report from the airline on ($\frac{1}{2}$) the problems you experienced. **(full stop)** The hotel in which you stayed has also been contacted. **(paragraph)**

Each of the ($\frac{3}{4}$) hotels we use is carefully inspected at least once a year. **(full stop)** All the inspections is carried out by **(1)** our own members of staff. **(full stop)** We take great care to ensure that the people we send to do ($\frac{1}{4}$) the inspections are not known to anyone at the hotels involved. **(paragraph)**

All aspects are checked, including comfort and safety. ($1\frac{1}{2}$) **(full stop)** The quality of food is something to which we pay great attention. **(full stop)** The service offered by ($1\frac{3}{4}$) staff in the hotels is looked at very carefully as we feel this is very important. **(paragraph)**

Although we receive **(2)** few complaints, I can assure you that we will investigate your complaint very carefully. **(full stop)** As soon as I ($2\frac{1}{4}$) receive all the reports I require, I will write to you again. **(full stop)**

Yours sincerely

Victor Varma

Chief Executive ($2\frac{1}{2}$)

[ONE MINUTE BREAK]

TASK 2 – Memo to Sabana Shaikh from Victor Varma

I refer to our telephone conversation this morning. **(full stop)** I am writing to confirm that I would like you **(1/4)** to take charge of the investigation into the complaint received from Mr Bibi. **(full stop)** This concerns his holiday in **(1/2)** London last month. **(paragraph)**

Please contact Mustafa Shariff, the Manager at the Palace Hotel immediately. **(full stop)** I would like **(3/4)** you to telephone him direct. **(full stop)** Please then follow this up with a letter asking him to send his **(1)** report to us within the next fourteen day without fail. **(paragraph)**

I have already written to Marvid Devoy, the Chief **(1/4)** Executive of the Skyways Airline. **(full stop)** I enclose a copy of my letter to her. **(full stop)** She has **(1 1/2)** promised to send a full report to you by e-mail within the next few days. **(paragraph)**

It is very likely **(1 3/4)** that Mr Bibi is looking for some form of compensation. **(full stop)** Please give this matter some thought. **(full stop) (2)**

[ONE MINUTE BREAK]

TASK 3 – Report headed NEW AIRPORT FACILITY

This report has been produced as a result of research carried out recently into the services we offer our customers. (¼) (paragraph)

I recommend that we offer all our customers free parking at any airport. (full stop) This new service should (½) commence on the first of next month. (full stop) Many customers told us in the survey that they prefer to (¾) drive their own cars to the airport. (full stop) They are then able to pick up the cars on their (1) return and drive themselves home again. (full stop) This applies most particularly to those who start or finish their journeys (1¼) at a very early hour. (full stop) They prefer not to have to wait for public transport. (paragraph)

We must (1½) secure undercover parking at all airports. (full stop) This facility should be made available to all customers at no extra (1¾) charge. (paragraph)

We should perhaps also offer free transport to customers who do not wish to drive themselves to the (2) airport. (full stop) It is hoped that this new service would encourage customers to leave their cars at home. (full (2¼) stop) We would also then comply with new government policies on transport, (comma) pollution and the natural environment. (full stop) (2½)

[THAT IS THE END OF THE DICTATION]

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TASK 1 – Letter to Ms A Z Weaver

Dear Ms Weaver

Miss Martha Boston has applied to us for the post of Senior Administrator at our Head Office. (¼)
(full stop) She has given your name as a referee. (paragraph)

The post of Senior Administrator requires good teamwork as (½) well as the ability to work on an individual basis. (full stop) The ability to work to tight deadlines is (¾) vital. (full stop) The person appointed will be responsible for the supervision of junior members of staff and must, therefore, (1) have excellent communication skills. (paragraph)

A great deal of material of a confidential nature will be handled by the Senior (1¼) Administrator. (full stop) Your comments on whether or not Miss Boston have experience of this type of work would be (1½) most welcome. (paragraph)

Excellent secretarial skills are also required. (full stop) A minimum typing speed of fifty words per minute (1¾) is required, as well as shorthand speed of at least eighty words per minute. (paragraph)

Your help in this matter (2) would be very useful to us when making the decision of which person to appoint to this position. (full stop) (2¼) It is proposed to hold interviews at the beginning of next month. (full stop)

Yours sincerely

Penelope Garoes

Personnel Officer (2½)

[ONE MINUTE BREAK]

TASK 2 – Memo to Wilkins Milsom from Penelope Garoes

We have received a large number of applications for the post of Senior Administrator. **(full stop)** All papers are enclosed. **(¼) (full stop)** I would like you to be responsible for this appointment. **(full stop)** Requests for references are being sent **(½)** out. **(paragraph)**

Please ensure that all replies are correctly filed with the papers of the candidate involved. **(full stop)** I **(¾)** intend to look at the references myself before our meeting to draw up a short list. **(full stop)** I propose **(1)** to invite only a small number of applicants for interview. **(full stop)** Please make an appointment with my secretary for **(1¼)** us to meet at the end of next week. **(paragraph)**

The interviews should be held during the morning. **(full stop)** **(1½)** Lunch in the staff canteen should be provided. **(full stop)** I would hope to make a decision in the early **(1¾)** afternoon so that the person appointed has the opportunity to meet staff before we close for the day. **(full stop)** **(2)**

[ONE MINUTE BREAK]

TASK 3 – Report headed POST OF SENIOR ADMINISTRATOR

The person appointed as Senior Administrator will be based at Head Office. **(full stop)** Applicants for this position should be **(1/4)** at least twenty five year of age and must have worked for three years or more in an administrative role. **(1/2) (paragraph)**

The ability to work on his or her own is very important but the successful applicant will also be **(3/4)** expected to be a good team player. **(full stop)** Leadership skills are vital as the Senior Administrator will be responsible **(1)** for the supervision of six Junior Administrators. **(paragraph)**

Very good secretarial skills are required. **(full stop)** Applicants must be able **(1 1/4)** to type accurately at a minimum speed of fifty words per minute. **(full stop)** A speed test of five minutes **(1 1/2)** will be arranged as part of the interview process. **(full stop)** Applicants should also have a shorthand qualification of at **(1 3/4)** least eighty words per minute. **(paragraph)**

Candidates are required to complete an application form in their own handwriting. **(full stop) (2)** Copies of all certificates must be sent with applications. **(paragraph)**

Applications from suitably qualified, **(comma)** experienced and mature members of **(2 1/4)** staff would be welcomed. **(full stop)** These should be submitted to the Personnel Officer as soon as possible. **(full stop) (2 1/2)**

[THAT IS THE END OF THE DICTATION]