

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Advanced Level

TEXT PROCESSING

5241/A

Core Module: Practical Assessment

2003

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Carbon paper – typists
Printed form – typists

READ THESE INSTRUCTIONS FIRST

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 **10** printed pages.

© CIE 2003



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today's date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 14 Assemble your completed work in task order.

TASK 1

The most important consideration when creating a seawater aquarium is the water. One of the keys to success for marine aquarium lovers lies in the quality of the water. For most, recreating seawater from commercially bought salt is the easiest and safest solution.	71 148 212 273
Sodium chloride is the greatest proportion of dissolved salts. Their concentration is the accepted way of defining the salinity of seawater. This may be expressed in grams per litre of salts in solution. This value is measured using a conductivity meter, an instrument rarely used by amateur aquarists because it is expensive to buy. The measurement most aquarists use is that of density.	346 419 496 565 633 672
Seawater differs from fresh water by having a richer composition of elements, as well as a more homogenous profile.	742 789
Aquarists should have basic knowledge of the conditions that govern the aquarium and its inhabitants.	863 893
Pure water is a neutral solution. It ionises slightly and releases an equal number of hydrogen and hydroxide ions.	973 1013
The water in an aquarium must be absolutely clear so as to allow optimum high penetration. One of the ways in which transparency is achieved is by means of filtration. There are three main types: mechanical, chemical and biological.	1080 1148 1214 1250

TASK 2

Memo from Su Milichip to Flora Young Ref SM/pk
Use the heading PROPOSED NEWSLETTER

Over the past few months, we have received many requests from writers and prospective writers for news and up-to-date info about writing and publishing. There appears to be a market for a newsletter which could include news, views and advice about new publications and details about trends and developments in established markets throughout the world.

The newsletter could be monthly to start with. After six months we should be in a position to judge whether it is popular enough to continue or whether we should change to bi-monthly or even quarterly editions.

I am enclosing a pamphlet that I picked up at Dubai Airport on my return from London. This may give you some idea of what I am proposing.

Please give this matter your attention. Some draft proposals for us to look at together would be useful. Please contact my sec to arrange a meeting for sometime next week so that we may discuss this.

TASK 3

Double linespacing, except where indicated

Use left and right margins of 40 mm throughout

NEW HOME STUDY COURSE FOR WRITERS

Just Write is a subsidiary of our org,

~~A new training company has been set up within the famous~~ Pearl Group. It was set up to

enable people to acquire the expertise required for success in whatever field they choose.

Just Write offers many types of training courses and some of these enable people to study wherever it suits them: at home, at work or in a local library.

~~People will be free to choose the place that suits them,~~

Inset this paragraph 25 mm from left margin

The Home Study Course in Creative Writing provides ~~professional training~~ ^{expert tuition}. This will enable people to develop all the skills required to be a successful writer. ✓

The course has been developed by professionals. All are tutors who have previously earned their living from writing.

They are all very knowledgeable and can offer guidance on every aspect because they have experienced for themselves all the difficulties encountered by the struggling writer.

and 15 assignments

This new course consists of 25 study modules, each student will be given a personal tutor who will be responsible for marking assignments and returning them to the student with a report of the work submitted. All the assignments give students very wide ranging experience.

This paragraph in single linespacing

are practical and have been designed to

The course deals with every aspect of creative writing. ~~Participants begin at the beginning by~~ *Students will start with the fundamentals* looking at all these things that all writers need to know. They will learn how to develop their

imagination and create their own individual style. They will be taught how to write articles, *short stories* ~~people biographies~~, childrens stories and novels of all kinds. *For those interested in writing* about history, a special plot planner is used to show how to synchronise history and the storyline. This planner has been designed by our staff and are patented. Advice is given on other important aspects, such as whether to use real characters from history. *Writing for* television can be very rewarding and there are two modules which will explore the writing

comedy and drama.

Fiction and non-fiction will be covered.

As well as television, writing for radio and the stage are also included. ~~Students are given the chance to examine many spheres of writing and~~ *There is an opp* to look in detail at the work of journalists. Essential topics such as *copyright and libel* and *how to find a literary agent* are also covered in detail

Radio and television scripts are also much in demand as well as films, videos and stage plays. The potential rewards *could be enormous* from writing.

There is great demand from general interest, specialist and technical magazines for articles. Editors of these magazines are constantly on the lookout for stories from freelancers.

of sitcoms and series, as well as

Once students have learned how to write, they will be able to make a reasonable living as freelancers. It may be more convenient for them to work on a part-time basis so that they can continue in their employment, thus bringing in much-needed earnings. As their experience develops, many writers find they can concentrate full time on their writing.

Students will also be given details on how to sell their work. Practical suggestions are given and these ~~are many and varied from people who have practical experience which~~ can make all the difference between rejection and success.

individual advice, help,
Our new course will provide ^{individual advice, help,} guidance and encouragement. We believe it is the very best tuition for writers. We hope to encourage people from all over the world to participate in our courses.

Please emphasise this paragraph

Visit our website at www.justwrite.com for further details. ~~You may e-mail us or fax us on (65) 3365390.~~
write to us or
If you prefer, you may telephone our Head Office in Singapore on (65) 3365390.

Training Department

Susan K Milichip

TASK 4

Letter to Mrs Moy Moy Tan Blk 26
 42 Orange Grove Sq Singapore 027394
 Our ref SKM/MY1 Use the heading Creative Writing Course

Mark this
 PERSONAL

TOP + 2 copies please - one for
 Flora Young and one for the file

Dear Mrs Tan

It was very interesting to talk to you recently at the Publisher's Exhibition on Sentosa. As promised, I am enclosing our brochure which gives details of our full range of home study courses.

Our new subsidiary, Just Write, is rapidly expanding. The Pearl Group started out fifteen years ago as a small publisher of childrens' stories. We now publish books in many subject areas. The Home Study Course in Creative Writing has been available for only a few months but are already proving to be very popular.

If you sign up for this course within the next seven days, you will be able to take advantage of a special offer. This is a free appraisal of up to 3000 words of prose or

120 lines of poetry which must be your own work and must not have been published previously. Our tutors will read through your work and will produce a report which will be sent to you within three weeks of its receipt.

Yrs srclly

Susan K Milichip
Training Dept

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy.
You may include lines of ruling if you wish.

SOCIAL CLUB EVENTS

EVENTS	PROVISIONAL DETAILS		LOCATION
	DAYS	DATES	
Golf Tournament	Saturday and Sunday	24 and 25 May	Beaufort Golf Club
Barbecue	Saturday	21 June	Social Club
Dinner and Dance	Friday	18 July	Tropical Country Club
Formal Gala Ball	Saturday	2 August	The Goodwood Hotel
Craft Fair	Saturday and Sunday	23 and 24 August	Social Club
Shopping Expedition	Saturday	6 September	Central Shopping Plaza

TASK 5

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the attached form

Ms Alison Yuan wishes to enrol on a Home Study Course in Creative Writing. Her telephone number is 3-692844 and she lives at Apt 52, Ruby Court, 197 Nathan Road, Kowloon, Hong Kong

Miss Yuan is interested in writing fiction but she does not wish to receive the brochure concerning workshops. Her date of birth is 3 May 1979

Her writing experience is:

Article while a student: 'Buying A Computer - A Guide for Beginners'	November 2002	Published by Student Magazine at University
--	------------------	---

Alison's interests include Reading, travelling, writing and needlecrafts

TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME

ADDRESS

.....

TELEPHONE NUMBER

DATE OF BIRTH

INTERESTS

COURSE APPLIED FOR

PREVIOUS WRITING EXPERIENCE:

DETAILS	DATE	PUBLICATION (if any)

TYPE OF WRITING INTERESTED IN
(Please place X in appropriate box)

FICTION

NON-FICTION

I DO/DO NOT* WISH TO RECEIVE THE BROCHURE CONCERNING WORKSHOPS

DATE

* Delete as appropriate

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Advanced Level

TEXT PROCESSING

5241/B

Core Module: Practical Assessment

2003

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Carbon paper – typists
Printed form - typists

READ THESE INSTRUCTIONS FIRST

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 **10** printed pages.



GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today's date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 14 Assemble your completed work in task order.

TASK 1

Information technology is the term commonly used to cover the range of	72
computer and telecommunications technologies involved in the transfer	142
and processing of information.	173
A computer system consists of hardware and software. Hardware is the	246
name given to all the devices that make up the computer system. It is	318
the equipment you can touch and handle. There are output and input	387
devices. Output devices are those that enable you to get the information	462
out of the computer such as printers. Input devices enable you to put	534
the information into the computer. These include disk drives and	601
keyboards. Software is the name given to the programs, each made up	671
of a series of instructions, that tell the computer what to do, allowing the	748
hardware to do a useful job.	777
There has always been a need for accurate information that is also	846
current and reliable. Information technology enables us to produce	915
accurate data very quickly.	943
The cost and size of computers have decreased so powerful,	1006
inexpensive desktop computers have replaced the more bulky	1067
mainframes that were once used. Some of these were large enough to	1126
fill a whole room.	1153
Today, almost all businesses in countries throughout the world rely on	1227
information technology.	1250

TASK 2

Memo from Puja Heung to Akii Rajik Ref PH/JT
Use the heading Response to Recent Campaign

I was very pleased with the response to our advertising campaign in the national press last month. The Sales Office have been very busy with many enquiries from all parts of the world. I should be grateful if you would liaise with Conrad Kapoor. He is responsible for co-ordinating the enquiries. Please compile a report with the same format as last year. I enclose a copy of this for your info.

Please ensure that there are sufficient numbers of our current brochure. If you think we need more copies, please order them from the printers. It is very important that we do not run out as this would give the wrong impression of the efficiency of our co.

The directors have decided to increase all our prices by 5%. It would be helpful if you could organise the updating of our price list so that I can present it at the next directors meeting for their approval.

TASK 3

Double linespacing, except where indicated

Use left and right margins of 30 mm throughout

TIMESHARE HOLIDAYS

DIAMOND LEISURE HOLIDAYS LTD

The following options will be available.

Our company offers timeshare holidays with a difference. As soon as you purchase shares ^{in our org} you become a partner. Each share is worth ten points that can be exchanged for rent-free accomodation in any of our resorts. The shares are yours to keep for all time and can be resold, let or transferred for a nominal administrative fee to your heirs.

You will be able to enjoy great flexibility

~~We are sure you will have a very good time~~ using this scheme. If you do not use all your points within one year, the remainder may be carried over. You will then be able to use these leftover points during the next five years. After this time they will be lost. Likewise if you need some extra points you can borrow them from the following year.

Inset this paragraph 40 mm from left margin

Your family and friends are also able to use points if you are happy to do this. You must ~~think about this very carefully beforehand and~~ remember of course that you will not be able to make use of points sacrificed in this way.

① holiday villages indoor and outdoor heated swimming pools,
 Our ~~leisure centres~~ offer facilities such as saunas, fitness areas, tennis courts, and
 exercise rooms with areas set aside for table tennis, basketball etc.

All the facilities are available for your use at no extra charge.

The villages
are situated in
mountain and beach
resorts.

All the villages have bars and restaurants. Some of these have won awards for their
wonderful service and excellent catering. You can therefore go skiing or relax by the
 sea.

Our travel staff can book your
flights if you wish.

You are free to choose the type of holiday you would like
~~Why not decide with family and friends where to go and you can do this from the~~
 comfort of your own home. We set up our own travel agency ~~tourist service~~ two years ago and this
 has been extremely successful. They will be happy to arrange car hire for you and ~~and baby~~
~~sitting can be organised but this is expensive.~~ They can also organise your transfer to
 , which are organised by our representatives,
 and from the airport. During your stay you may take advantage of coach trips to
 nearby places of interest. A colour cat gives full info on these
 tours as well as a detailed description of every location.

To allow us to process client's bookings our office is only open during certain hours.

Outside these times you may reserve your apartment by telephone, fax or e-mail. ~~We cannot~~
 guarantee your first choice, particularly if you wish to go away
 during peak summer time.

We advise all clients to give us a wide range of venues and dates. We will do our
 best to try to ensure you are not disappointed. Booking forms can be found inside our
 brochure.

This section in single linespacing

In the unlikely event that all the dates and resorts on your form are fully booked, we will offer you an alternative.

Please emphasise this paragraph

You may send your completed form to us up to six week before the deadline dates. It will not be processed by our computer staff ~~on the day it is received by us~~ until the office closes.

At the end of your stay you will incur misc charges for cleaning and electricity.

You will be informed of the actual fees in plenty of time before you depart so that you can easily budget for them.

Once a year you will also have to pay a modest amount per ~~Unfortunately there are also additional charges which you must pay in advance and~~ share in order

~~which are used~~ to maintain and update our prop;erties. Brief details of these expences is listed on the last page of our brochure.

TASK 4

Letter to Miss Nancy Chiou 15K No 53 Chung-Shiao W RD
 Sec 1 Taipei 100 Taiwan ROC Our ref PH/JT
 Use the heading TIMESHARE HOLIDAYS

Mark this URGENT

TOP + 2 copies please - one for Peter Foo
 and one for file

Dr Miss Chiou

Thank you for your letter, which I received this morning, in response to our recent advertising campaign. I am pleased to enclose our brochure. This includes details of our timeshare holidays.

Unlike many similar schemes, ours is a flexible system and is available in numerous countries. You are not required to purchase a property for the same week each year. Once you have bought shares you become a partner and are allocated a number of holiday points. At present one share is worth ten points. If you are able to holiday during the low season, ten points would enable you to holiday for one week with only flights to pay for. You would choose the location and the time during the low season for your holiday.

All properties are fully equipped and provide a high standard of accommodation, sleeping up to eight people.

Please contact me as soon as poss if you wish to book a holiday in the low season.

Yours snclly

Puja Heung
Overseas Consultant

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy. You may include lines of ruling if you wish.

TIMESHARE HOLIDAYS STILL AVAILABLE

TYPE OF PROPERTY	NUMBER ACCOMMODATED	LOCATION DETAILS	
		TOWN/CITY	COUNTRY
Villa	8	Kingston	Jamaica
Apartment	5	New York	USA
Chalet	4	Lucerne	Switzerland
Lodge	6	Anglesey	Wales
Villa	8	Benidorm	Spain
Chalet	5	Avignon	France
Apartment	5	Paphos	Cyprus
Chalet	6	Stirling	Scotland
Apartment	8	Washington	USA

TASK 5

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the form

Ms Nancy Slamet is interested in a timeshare holiday. Her first choice venue is Jamaica and her second choice is New York. She will require the property to be suitable for a 10 year old wheelchair user.

Ms Slamet would like to receive details covering flights. Her address is Jl Tend Sudirman Kav 52-53, Jakarta 12190, Indonesia and her telephone number is 21 521 6981.

She proposes to holiday in December 2003. She saw an advertisement in a magazine when she was in Taipei on business last month.

Ms Slamet would prefer accommodation in an apartment

TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME

ADDRESS

.....

TELEPHONE NUMBER

HOLIDAY DATES PREFERRED

VENUE

FIRST CHOICE	SECOND CHOICE	ANY SPECIAL REQUIREMENTS

PLEASE STATE HOW YOU HEARD ABOUT US

.....

.....

ACCOMMODATION PREFERRED
(Please place X in appropriate box)

VILLA

APARTMENT

I DO/DO NOT* REQUIRE DETAILS CONCERNING FLIGHTS

DATE

* Delete as appropriate