

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

MARK SCHEME for the 2004 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5221 Text Processing, maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the *Report on the Examination*.

- CIE will not enter into discussion or correspondence in connection with these mark schemes.

2004

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

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Office Administration (Text Processing)

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TASK 2 MEMO

FROM Foo Kheng Yan

TO Sophy Able

REF SA/bb

DATE Day Month Year Post of

Administrative Officer

I refer to our discussion in your office yesterday afternoon. I confirm that Joshua Armitrage has worked as an Administrator in the Accounts Office for over two years and is very keen to gain promotion.

I am very impressed with Joshua's work. He is always punctual and produces work of a very high standard.

I have no hesitation at all in recommending him to you for the post of Administrative Officer in the Sales Department.

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TASK 3

CHIEF EXECUTIVE'S REPORT

I am very pleased to report that all building work at our offices has now been completed. All building workers have left the premises and all that remains to be done is for carpeting to be laid.

I am sure everyone will have noticed that we have changed some of the grounds into a car park. It became necessary to provide more parking spaces to accommodate extra staff vehicles.

Our business has vastly expanded during the past six months. All departments are undertaking more work as a result. Recruitment of new staff is continuing and should be completed by the end of next month.

Our senior managers have held discussions with the local bus companies. They have agreed to provide more buses, especially at the beginning and end of the working day.

Finally, I would like to thank all staff for their help and co-operation during the past six months. All the directors are aware of the difficulties that were caused by the building work.

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TASK 4

COOMBE PRODUCTS
PARADISE HOUSE
ORCHARD STREET
SINGAPORE 35411

Our ref KN/jct Day Month

Year

Mrs Susanti Goh
Apartment 29
Bukit Batok Street 51
Singapore 650205

Dear Mrs Goh

Thank you for sending your completed application form for the post of Administrative Officer in our Sales Department.

We will be carrying out security checks within the next ten days. Details of these checks are enclosed for your information. After these have been completed, we intend to invite successful applicants for interviews. These will be held at our Head Office in Exeter Road.

I should be grateful if you would send copies of all your certificates, including the text processing and shorthand examinations you have passed. These should be sent to me immediately. However, original certificates should not be sent.

Yours sincerely

Kelvin Ng Personnel
Officer

Enc

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TASK 5

NOTICE OF MEETING

The Annual **General Meeting**
of the
Children's Helpline Charity
will be held on
Wednesday 19 November 2004
at 1930 hours
in the Music Hall

AGENDA

- 1 Apologies for absence
- 2 Minutes of the previous AGM
- 3 Matters arising
- 4 Chairperson's report
- 5 Secretary's report
- 6 Treasurer's report
- 7 Any other business

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MEMO

FROM All Staff
TO Zara Ahmed
REF ZA/Staff/384
DATE Day Month Year Flexible

Workin

At the last Staff Meeting it was proposed that the company should consider staff working flexible hours. It has been decided that some employees should be asked to take part in a pilot scheme.

Each department is to hold an informal meeting within the next four weeks. All staff will be invited to give their views. When all the facts are known, it is hoped that some employees will agree to take part in the pilot scheme.

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FLEXIBLE HOURS OF WORKING

A system of flexible working is being considered by the company. It is proposed to enter into full discussions with staff representatives in the very near future. In the meantime staff may wish to consider the benefits and disadvantages of flexible working. Line Managers have been provided with full details and will be able to answer questions from colleagues.

Departmental meetings will be held over the next four weeks. Staff are invited to attend these and to discuss the proposal. It is hoped that some volunteers will come forward to take part in a pilot scheme.

All full-time staff are contracted to work 38 hours per week. They will be asked to be at their place of work from 10 am to 4 pm each day. The remaining hours to be worked may be chosen by employees. All managers will draw up a rota to ensure that at least two members of staff are working in each department at all times.

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COOMBE TRAINING SERVICES
PARADISE HOUSE
ORCHARD STREET
SINGAPORE 35411

Our ref SB/Rashid/19 Day

Month Year

Mr Abdur Rashid
PO Box 92
West King Fand Road
Riyadh 11420
Saudi Arabia

Dear Mr Rashid

Thank you for your letter received this morning. We are pleased to give some information on the training programmes we offer. They are designed by our staff who are well qualified and very experienced.

We make great efforts to ensure that all training meets the needs of the company and the individual. Each programme includes advice and guidance sessions.

We enclose our brochure which contains full details of our training programmes. We would be pleased to come to your offices to discuss your needs. In the meantime if you need any further information, please let me know.

Yours sincerely

Sobia Bosnich Training Co-ordinator

Enc

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FLEXIBLE TRAINING PROGRAMMES

AVAILABLE AT YOUR PREMISES
OR
IN OUR PURPOSE-BUILT TRAINING ROOMS

A wide range of subjects is available including

Health and Safety
Stress Reduction
Flexibility in Working Hours
Emergency Drills
Advice and Guidance Sessions
Local Working Practices
Team Building
Employment Legislation

Contact **Sobia Bosnich** today